



Rockville 2003 Citizen Survey: Report of Results

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2003 Rockville Citizen Survey

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Executive Summary

Summary of Comparisons

Ø Evaluated against the normative comparisons, the following items were:

<u>Above the Norm</u>	<u>Similar to the Norm</u>	<u>Below the Norm</u>
<ul style="list-style-type: none">- Quality of life in the City of Rockville- Quality of your neighborhood- Rockville as a place to raise children- Sense of community- Openness & acceptance- Shopping opportunities- Opportunities to attend cultural activities- Ease of travel in Rockville by car- Ease of travel in Rockville by transit- Ease of travel in Rockville by walking- Feeling of safety in neighborhood during the day- Feeling of safety in neighborhood after dark- Feeling of safety in business areas during the day- Feeling of safety in business areas after dark- I receive good value for the City taxes I pay- Overall direction that the City of Rockville is taking- City government welcomes citizen involvement- Leaf pick-up- Water and sewer services- Refuse collection- Recycling services- Utility billing- Recreational programs- Recreation centers- Range of activities in parks and rec. facilities- Accessibility of parks and rec. facilities- Services to seniors- Services to youth- Condition of streets- Condition of sidewalks- Overall customer service by City employees- Courtesy of City employees- Knowledge of City employees- Responsiveness of City employees	<ul style="list-style-type: none">- Rockville as a place to retire- Tap water quality- Overall appearance of Rockville- Access to affordable quality housing- Ease of travel in Rockville by bicycle- Enforcement of traffic laws- Street repair and maintenance- Street sweeping- Street lighting- Snow and ice removal- Condition of park grounds- Contact with the Police Department- Quality of programming on the Rockville Channel	<ul style="list-style-type: none">- Appearance of City buildings- Overall building permit process

Ø Some of these items were in the top 4 rankings of jurisdictions asking similar questions. These included:

- Feelings of safety in your neighborhood during the day, ranked 1 of 40, at the 100th percentile,
- Openness & acceptance, ranked 1 of 30, at the 100th percentile
- Range of activities in parks and recreation facilities, ranked 1 of 24, at the 100th percentile
- Accessibility of parks and recreation facilities, ranked 1 of 12, at the 100th percentile
- City government welcomes citizen involvement, ranked 2 of 38, at the 97th percentile
- Sense of community, ranked 3 of 35, at the 94th percentile

Survey Background

- Ø The City of Rockville is a member of the International City/County Management Association (ICMA) Center for Performance Measurement. This project is an effort in which cities compile data on a variety of services (e.g., street maintenance, park services, code enforcement, refuse collection) to compare themselves to cities of similar size nationwide. As the City of Rockville created performance measures for all of its major services and began providing data to ICMA, the realization grew that a number of measures could only be gathered through a citizen satisfaction survey.
- Ø The 2001 Rockville Citizen Survey was the instrument used to gather the citizen perception data needed for the City's performance measures. In 2003, a Citizen Survey was again conducted to continue to measure resident opinion and monitor trends. In conjunction with the other performance measure data, these results will be used as a management tool to improve the organizational efficiency and effectiveness of the City government.
- Ø The seven-page City of Rockville 2003 Citizen Survey was mailed to 3,000 randomly selected households, of which approximately 3% were vacant. Completed surveys were obtained from 1,258 community residents, for a response rate of 42%. The 95% confidence interval (also referred to as "the margin of error") is 2.7 percentage points.
- Ø Survey participants were asked to rate their satisfaction with the quality of life in the City, the community's amenities and with local government. The questionnaire also included items pertaining to issues facing the community.
- Ø Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the highest rating (usually "excellent") and 1 the lowest (usually "poor"), many of the results in this summary are converted to a common scale where 0 is the lowest possible rating and 100 is the highest possible rating. If everyone reported "excellent," then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a "poor" rating, the result would be 0 on the 100-point scale. Use of this converted scale allows for comparison to other jurisdictions, where different question wording and response scales may have been used.

Quality of Community Life

- Ø Residents of Rockville were pleased with their quality of life in the city. About a third felt their quality of life in Rockville was "excellent," while 68% rated their quality of life as "good." The average rating on a 100-point scale was 74. The average ratings of other aspects evaluated were:
 - Place to retire, 53
 - Place to raise children, 71
 - Quality of neighborhood, 73
- Ø These ratings were similar to those garnered in 2001. All but the rating for Rockville as a place to retire were significantly higher than the normative average.
- Ø Assessments of quality of life differed by geographic location of the respondent's household in the city. Those who lived east of Route 355 gave lower ratings on average than did those who lived west of I-270.

- Ø A variety of characteristics of the community were graded by survey respondents. The average ratings on a 100-point scale given to each were:
 - Shopping opportunities, 72
 - Access to buildings and services for individuals with disabilities, 68
 - Openness and acceptance of the community toward people of diverse backgrounds, 68
 - Ease of travel in Rockville by transit, 64
 - Opportunities to attend cultural or arts events, 64
 - Overall appearance of Rockville, 62
 - Sense of community, 61
 - Ease of travel in Rockville by car, 58
 - Quality of new commercial development, 56
 - Quality of new residential development, 56
 - Tap water quality, 54
 - Ease of travel in Rockville by walking, 52
 - Architectural character, 52
 - Ease of travel in Rockville by bicycle, 44
 - Access to affordable quality housing, 39
- Ø Community characteristics rated more positively by Rockville residents compared to the nation were:
 - Sense of community,
 - Openness & acceptance,
 - Shopping opportunities,
 - Opportunities to attend cultural activities,
 - Ease of travel in Rockville by car,
 - Ease of travel in Rockville by transit, and
 - Ease of travel in Rockville by walking.

Potential Problems

- Ø Very few of the problems listed in the questionnaire were of great concern to Rockville residents; most were considered “not a problem” by a majority of respondents.
- Ø Traffic was an exception. Over half of respondents felt traffic was a “moderate,” “major” or “extreme” problem. This was an increase of 7% over 2001. Cut-through traffic was also deemed at least a moderate problem by 30% of respondents.

Perceptions of Safety

- Ø During the day, virtually all Rockville residents reported feeling safe in their neighborhood or in business areas in Rockville. Less than 3% said they felt “unsafe.”
- Ø After dark, 15% reported feeling unsafe walking alone in their neighborhood, and just over a fifth said they feel unsafe walking alone in business areas. These ratings are quite similar to those observed in 2001.
- Ø For the most part, these ratings are above the national norms.

Community Participation in Parks and Recreation Activities

- Ø The proportion of respondents having done each activity at least once in the last year is:
 - Used a Rockville park, 80%
 - Attended a City-sponsored special event, 65%
 - Used a Rockville recreation center, 58%
 - Participated in a Rockville recreation program, 38%
 - Registered for a Rockville recreation class using Rock Enroll, 19%

Ratings of Local Government

- Ø Rockville residents feel positively about their local government. The proportion who agreed with each statement was:
 - The City of Rockville government welcomes citizen involvement, 71%
 - I am pleased with the overall direction that the City of Rockville is taking, 65%
 - I receive good value for the City taxes I pay, 63%
- Ø These ratings were quite similar to those given in 2001, and, as in 2001, were statistically significantly above the national norms.

Ratings of City Services

- Ø People living in Rockville give very positive ratings to the service they receive from the City of Rockville. Only one of the services rated by survey participants received ratings lower than the national norms.
- Ø The greatest proportion of “excellent” ratings garnered by any City services were for refuse collection (42%) and recycling services (40%).
- Ø All of the parks and recreation services rated received “excellent” or “good” ratings by 80% or more of respondents.
- Ø Street services were the group of services receiving the lowest ratings. Ratings of snow and ice removal dropped from 69 in 2001 to 62 in 2003.
- Ø Several services received statistically significantly higher ratings by Rockville residents compared to national norms:
 - leaf pick-up,
 - water and sewer services,
 - refuse collection,
 - recycling services,
 - utility billing,
 - recreational programs,
 - recreation centers,
 - range of activities in parks and rec. facilities,
 - accessibility of parks and recreation facilities,
 - services to seniors, and
 - services to youth.
- Ø One service received statistically significantly lower ratings by Rockville residents compared to national norms: appearance of City buildings. Although it should be noted that 78% of the respondents rated appearance of City buildings as “excellent” or “good”. However, compared to 2001 the average rating given by survey participants for this service was not statistically significantly different. In 2001, this rating was not below the

normative comparison. Although it should be noted that 78% rated appearance of City buildings as excellent or good.

Ratings of City Employees

- Ø Just under half of those surveyed reported having had contact with a City of Rockville employee within the past year.
- Ø Overall, their impression of the encounter was a positive one; the average rating of overall customer service was 69 on a 100-point scale. This was significantly higher than the national norm. In addition, the knowledge and responsiveness of city employees was given high marks, above the national norm.

Police Services

- Ø A series of items was included on the citizen survey form about police services. In addition to evaluative questions, respondents were asked about their experiences with crime and with the Rockville police department.

Effectiveness of Crime Prevention and Community-Oriented Policing Programs

- Ø Most (92%) of respondents felt that the crime prevention and community-oriented policing programs were “somewhat” or “very effective” in deterring crime in Rockville.

Crime Victimization and Reporting

- Ø When questioned about their personal experience of crime, 5% of respondents reported that they themselves or someone in their household had been a victim of crime in the preceding three months.
- Ø Most of those who had been a victim of a crime had reported the crime to the police. Just over one in five did not report the crime. Most of the reported crimes were reported to the Rockville Police.

Contact with the Rockville Police Department

- Ø Approximately a quarter (27%) of respondents said they had had contact with the City of Rockville Police Department within the last 12 months.
- Ø Nearly half of those who had been in contact with the Police Department rated the encounter as “excellent.” The average rating of Police Department employees was 72 on a 100-point scale, similar to national norms.

Inspection Services and Building Permits

- Ø A section of the survey was devoted to learning more about residents’ perceptions of the building permit process and the Inspections Services Division.
- Ø One in ten respondents had had contact with an employee of the Inspections Services Division within the last year. They were asked to rate the customer service they received.
- Ø In general, inspections services divisions employees received somewhat lower ratings than police staff or city employees in general. In-person interaction was given an average rating of 65 on a 100-point scale, while phone customer service was rated on average as 63 on a 100-point scale.

- Ø Even fewer respondents had applied for a building permit; just 4% had done so in the last year. Those who had done so were asked about the process. These respondents gave the overall process an average rating of 50 on a 100-point scale, which represents a rating below the national norm.

Town Center

- Ø A couple of questions were included on the survey about Town Center, to gauge awareness of the project, and to gather feedback on one element of the plan.
- Ø Almost three-quarters of respondents had been aware of the City's plans to redevelop the Town Center.
- Ø When asked what they thought of the proposed housing ratio of half owner-occupied and half renter-occupied, responses were:
 - about right, 42%
 - too much renter-occupied, 28%
 - too much owner-occupied, 3%
 - don't know, 28%.

Communications Outreach

- Ø Survey respondents were asked how much information they obtained about the City of Rockville from various media. The proportion who got "most" or "a lot" from each sources was:
 - The Rockville Gazette, 55%
 - Rockville Reports, 52%
 - The Recreation Guide, 45%
 - Special mailings, 29%
 - The Washington Post, 28%
 - Postcards regarding development, 23%
 - Word of mouth, 20%
 - City of Rockville's Web site, 13%
 - Water bill inserts, 11%
 - The Rockville Channel, 11%
 - News Channel 8, 10%
 - The Washington Times, 6%
 - News Channel 21, 6%.
- Ø These proportions were similar to those observed in 2001.
- Ø Those completing the survey were asked how well they thought the City was doing in keeping citizens informed about land use planning and development issues. Just over half (51%) rated the City's information outreach efforts as "good," while another 17% rated them as "excellent."

- Ø Survey participants were asked to how they felt about the amount of information they receive from the City of Rockville on a variety of topics. The proportion who thought they were getting “about the right amount of information” for each item was:
- Recreation and Park Activities, 81%
 - Special events, 75%
 - Cultural events, 74%
 - Mayor and Council actions, 66%
 - Activities in my neighborhood, 66%
 - Boards and Commissions, 65%
 - Caregiver agencies, 64%
 - City of Rockville budget information, 64%
 - Volunteer opportunities, 63%
 - Historic District designations, 62%
 - Planned and ongoing developments, 60%
 - Town Center redevelopment, 59%
 - Construction projects, 54%

Computer Access and the City of Rockville’s Web Site

- Ø A large majority (88%) of those who completed the survey have a computer at home. Three-quarters have access to the Internet at home. Ninety-two percent have access to a computer at home, school or work, and 89% have access to the Internet at one of those locations. This represents a small increase from high access figures in 2001 of 88% with computer access and 84% with Internet access.
- Ø Almost half (46%) of respondents reported having visited the City of Rockville’s Web site at least once in the past year.
- Ø Survey participants were asked what types of services they would use, if they were provided through the City’s Web site. Approximately 80% thought they would access computerized maps, 53% would apply for permits and licenses, 42% would pay their water bill, and 38% would pay parking tickets

The Rockville Channel

- Ø About 71% of respondents reported they subscribe to cable television. Over 40% of all respondents (regardless of cable television subscription status) reported having watched programming on The Rockville Channel at least once in the past year.
- Ø Everyone was asked to rate the quality of programming on The Rockville Channel. The average rating was 56 on the 100-point scale. This was similar to ratings across the nation.

Survey Background

The City of Rockville's 2003 Citizen Survey provided an opportunity for a representative sample of residents to rate their satisfaction with the quality of life in the City, the community's amenities and with local government. The City of Rockville is a member of the International City/County Management Association (ICMA) Center for Performance Measurement. This project is an effort in which cities compile data on a variety of services (e.g., street maintenance, park services, code enforcement, refuse collection) to compare themselves to cities of similar size nationwide. As the City of Rockville created performance measures for all of its major services and began providing data to ICMA, the realization grew that a number of measures could only be gathered through a citizen satisfaction survey. The results of this survey, in conjunction with the other performance measure data, will be used as a management tool to improve the organizational efficiency and effectiveness of the City government. The City of Rockville conducted its first Citizen Survey for this effort in 2001. The 2003 Citizen Survey represents the second time the survey has been implemented.

The questionnaire results serve as a tool to tell the City and its citizens how residents feel about the services provided, but not why they feel that way. The evaluations will help the City to know where to focus their efforts, but not what specific changes may be needed. This survey provides the first step as the City continues to work to improve the quality of life of its residents.

Understanding the Results

Survey Administration

Following the mailing of a pre-survey notification postcard to a random sample of 3,000 Rockville households, surveys were mailed to the same residences approximately one week later. A reminder letter and a new survey were sent to the same households after two weeks. Of the mailed postcards, about 3% were undeliverable due to vacant or "not found" addresses. Completed surveys were received from 1,258 residents, for a response rate of 42%. This represents very good response rate; in general, the response rates obtained on citizen surveys range from 25% to 40%.

Survey results were weighted so that age and gender were represented in the proportions reflective of the entire community. (For more information on the survey methodology, see Appendix V. A copy of the survey materials are included in Appendix VI.)

Reaching Non-English-Speaking Residents

The cover letter and survey were mailed to residents in English. However, the survey packet included a one page insert with a paragraph in five languages (Spanish, Chinese, Vietnamese, Korean, and Russian) that described the contents of the packet, and provided a phone number to call if the resident wanted to receive the survey in another language, or get assistance in completing the survey.

Dragonbridge, Inc., was subcontracted by the City of Rockville to provide these services. They set up a voice mail box for each of the five languages. In total, 74 calls were received, and 74 translated surveys sent to these residents. Thirty-seven requested additional help by phone to complete the translated surveys, and 11 requested additional in-person assistance.

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey of 1,258 residents is generally no greater than **plus or minus 2.7 percentage points** around any given percent reported for the entire sample.

Putting Evaluations Onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100 point scale. The 95 percent confidence interval around an average score on the 100-point scale will be no greater than **plus or minus 3 points** based on all respondents. Use of this converted scale allows for comparison to other jurisdictions, where different question wording and response scales may have been used.

Interpreting Results

On a report card, an “A” mark is usually a 90 or above. Few services actually receive ratings as high as 90 on the 100-point scale, in part, because certain kinds of services tend to be thought less well of by residents in many communities across the country. Other services get better ratings. Police protection tends to be better received than street maintenance by residents of most American cities. Where possible, the better comparison is not from one service to another in Rockville, but from Rockville services to services like them provided by other jurisdictions. This way we can better understand if “good” is good enough for Rockville service evaluations.

One minor note: due to rounding, the reader may find that some percents do not add exactly to 100%.

Comparing Results from Year to Year

Many of the same questions were asked in 2003 as in 2001. These comparisons are shown in the body of the report. Where differences between years are statistically significant (**4 or more points**), they are so indicated.

Comparing Results to Normative Data

National Research Center, Inc. has collected citizen surveys conducted in over 250 jurisdictions in the United States. Responses to over 4,000 survey questions dealing with resident perceptions about the quality of community life and services provided by local government were recorded, analyzed and stored in an electronic database. The jurisdictions in the database represent a wide geographic and population range as shown in the table below.

Jurisdiction Characteristic	Percent of Jurisdictions
Region	
West Coast ¹	25%
West ²	12%
North Central West ³	10%
North Central East ⁴	15%
South Central ⁵	9%
South ⁶	20%
Northeast West ⁷	4%
Northeast East ⁸	4%
Population	
less than 40,000	25%
40,000 to 74,999	26%
75,000 to 149,000	20%
150,000 or more	29%

¹Alaska, Washington, Oregon, California, Hawaii

²Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico

³North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota

⁴Illinois, Indiana, Ohio, Michigan, Wisconsin

⁵Oklahoma, Texas, Louisiana, Arkansas

⁶West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC

⁷New York, Pennsylvania, New Jersey

⁸Connecticut, Rhode Island, Mass, New Hampshire, Vermont, Maine

Comparisons are provided when similar questions from the City of Rockville Citizen Survey are included in our database, and there are at least five other jurisdictions in which the question was asked. Where comparisons are available, several numbers are provided in the table. The first is the rating given by respondents to the Rockville Citizen Survey. The second is the rank assigned to Rockville's rating among jurisdictions where a similar question was asked. It is followed by the number of jurisdictions that asked a similar question. Fourth, the rank is expressed as a percentile to indicate its distance from the top score. This rank (5th highest out of 25 jurisdictions' results, for example) translates to a percentile (the 80th percentile in this example). A percentile indicates the percent of jurisdictions with identical or lower ratings. Therefore, a rating at the 80th percentile would mean that Rockville's rating is equal to or better than 80 percent of the ratings from other jurisdictions. Conversely, 20 percent of the jurisdictions where a similar question was asked had higher ratings.

Alongside the rank and percentile appears a comparison: "above norm," "below norm" or "similar to norm." This evaluation of "above," "below" or "similar to" comes from a statistical comparison of Rockville's rating to the norm (the average rating from all the comparison jurisdictions where a similar question was asked). Differences of **4 or more points** on the 100-point scale between Rockville's ratings and the average based on the appropriate comparisons from the database are considered "statistically significant," and thus are marked as "above" or

“below” the norm. When differences between Rockville’s ratings and the national norms are **3 points or less**, they are marked as “similar to” the norm.

The data are represented visually in a chart that accompanies each table. Rockville’s percentile is graphed as a bar.

In addition, the normative comparison is also shown on the graphs displaying the average ratings from the 2001 and 2003 Rockville Citizen Surveys. This “normative comparison” is the average of the ratings from other jurisdictions, adjusted for response scale differences.

Survey results were also compared by subgroup within Rockville, such as by geographic location, age, sex, etc. A few of these comparisons are shown in the body of the report. Appendices II and III contain more of these subgroup comparisons.

Special Chart Markings

Special markings have been used to indicate where comparisons are statistically significantly different, or to call attention to particular information about the figures shown.

Double asterisks (**) have been used to show where differences between years are statistically significant (**4 or more points for ratings given by all respondents**).

Differences between ratings received in 2003 and the normative comparisons are shown in the tables that follow these comparisons. Where the difference is **3 points or less**, these differences are indicated as “similar to norm.” Where the differences are **4 or more points**, they are indicated as “above norm” or “below norm.”

Statistically significant differences between subgroups of survey participants in 2003 are shown with a double dagger (‡). Inferential statistical tests (anova or chi-square) were used to determine whether these differences were “statistically significant” ($p < 0.05$).

In addition, if an item on a chart showing comparisons from 2003 to 2001 was only asked in 2001, it is marked with an asterisk (*). Items for which more than 20% of survey respondents gave a “don’t know” answer are marked with a dagger (†).

Survey Participants’ Profile

The following tables display the demographic characteristics of those responding to the Rockville 2003 Citizen Survey.

Length of Residency	
About how many years have you lived in Rockville?	Percent of Respondents
2 years or less	27%
3 to 5 years	16%
6 to 10 years	15%
11 to 20 years	18%
21 years or more	24%
Total	100%

Housing Unit Type	
What best describes your home? Is it a...	Percent of Respondents
One family house detached from any other houses	52%
A duplex or townhouse	15%
A building with three or more apartments or condominiums	31%
Other	2%
Total	100%

Ownership of Home	
Do you rent or own your home?	Percent of Respondents
Rent	31%
Own	69%
Total	100%

Ethnicity	
Are you Spanish/Hispanic/Latino?	Percent of Respondents
No	93%
Yes	7%
Total	100%

Race	
What is your race?	Percent of Respondents*
American Indian or Alaskan Native	1%
Asian or Pacific Islander	18%
Black or African American	6%
White/Caucasian	73%
Other	5%

**Percents may add to more than 100% as respondents could give more than one answer.*

Gender	
What is your sex?	Percent of Respondents
Male	48%
Female	52%
Total	100%

Age	
In which category is your age?	Percent of Respondents
18-24 years	4%
25-34 years	24%
35-44 years	22%
45-54 years	21%
55-64 years	13%
65-74 years	8%
75 years or older	8%
Total	100%

Household Income	
What was your household's total annual income in 2002?	Percent of Respondents
Less than \$25,000	8%
\$25,000 to \$49,999	21%
\$50,000 to \$99,999	38%
\$100,000 to \$199,999	27%
\$200,000 or more	6%
Total	100%

Presence of Children	
Do any children 12 or under live in your household?	Percent of Respondents
Yes	28%
No	72%
Total	100%

Presence of Teenagers	
Do any teenagers aged between 13 and 17 live in your household?	Percent of Respondents
Yes	13%
No	87%
Total	100%

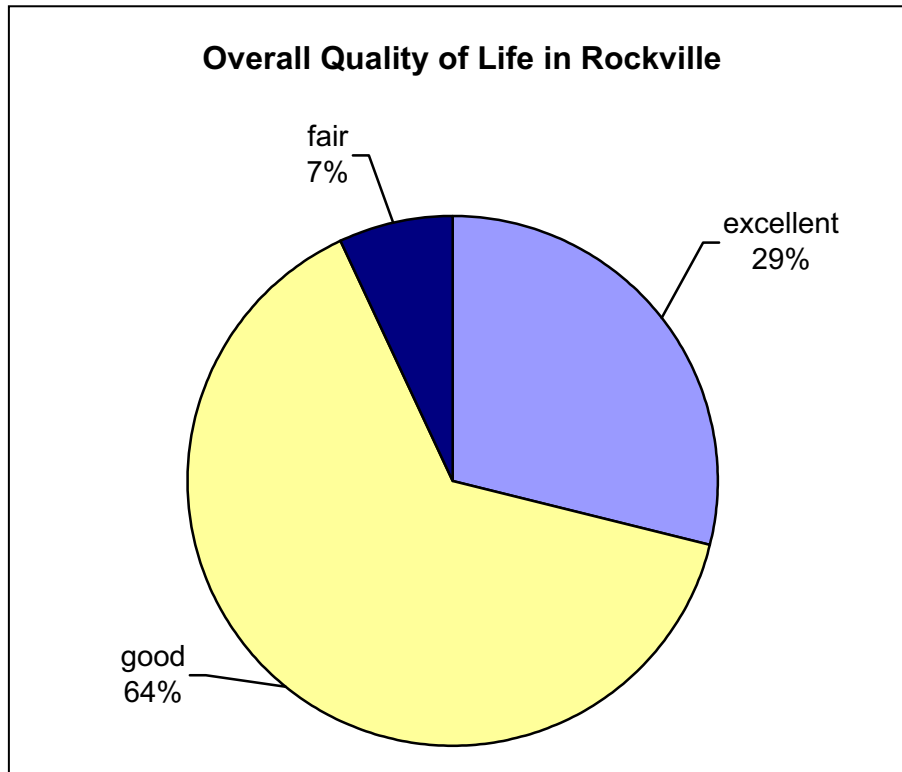
Presence of People Aged 65 or Older	
Are you or any other members of your household aged 65 or older?	Percent of Respondents
Yes	20%
No	80%
Total	100%

Primary Household Language	
Which language do you speak at home?	Percent of Respondents
English	72%
Spanish	2%
Chinese	5%
Russian	1%
Persian	1%
Vietnamese	0%
Korean	1%
Other	17%
Total	100%

Area in Rockville	
Which best describes where you live?	Percent of Respondents
East of Route 355	22%
Between 355 and I-270	58%
West of I-270	20%
Total	100%

Quality of Community Life

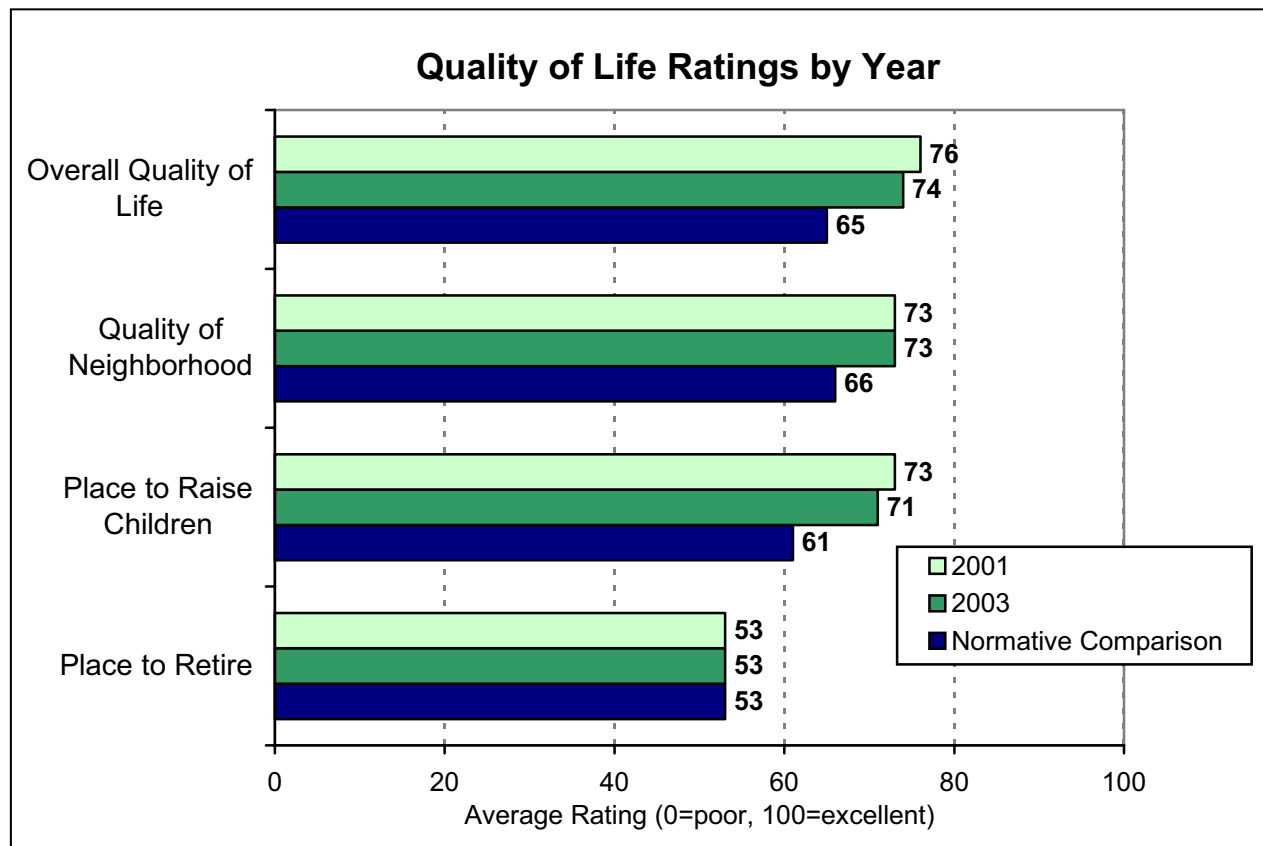
Residents of Rockville are pleased with their quality of life in the city. Almost a third felt their quality of life in Rockville was “excellent,” while 64% rated their quality of life as “good.” Less than 10% of respondents to the survey rated their quality of life as “fair” or “poor.”



Ratings of neighborhood quality and Rockville as a place to raise children were also positive. More than three-quarters of respondents felt the overall quality of their neighborhood was “excellent” or “good.” Similar ratings were given to “Rockville as a place to raise children.” Ratings of Rockville as a place to retire were somewhat lower. While a majority felt Rockville was an “excellent” or “good” place to retire, over a third thought it was only a “fair” place to retire, and more than one in 10 felt it was a “poor” place to retire.

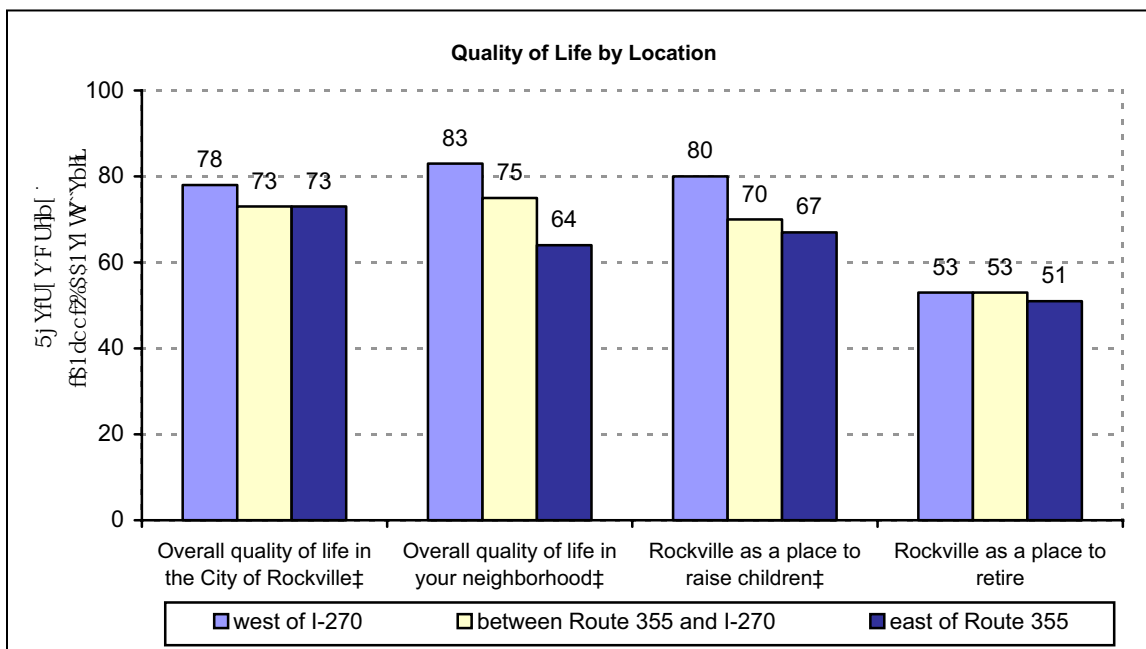
Quality of Life in Rockville					
Please rate your quality of life in Rockville	Percent of Respondents				
	Excellent	Good	Fair	Poor	Total
Overall, how would you describe the quality of life in the City of Rockville?	29%	64%	7%	0%	100%
How do you rate the overall quality of your neighborhood?	34%	53%	11%	1%	100%
How do you rate Rockville as a place to raise children?	29%	57%	13%	1%	100%
How do you rate Rockville as a place to retire?	13%	42%	33%	11%	100%

These ratings can be converted to a 100-point scale where 100 represents “excellent” and 0 represents “poor” to allow comparisons to national norms. Compared to 2001, Rockville’s overall quality of life and Rockville as a place to raise children ratings were similar. Ratings of neighborhood quality and a place to retire were also similar to 2001 ratings.



Quality of life ratings were compared by location within Rockville. Survey respondents were asked whether they lived west of I-270, between Route 355 and I-270, or east of Route 355. In every category, the highest ratings were given by those who lived west of I-270, and the lowest by those who lived east of Route 355.

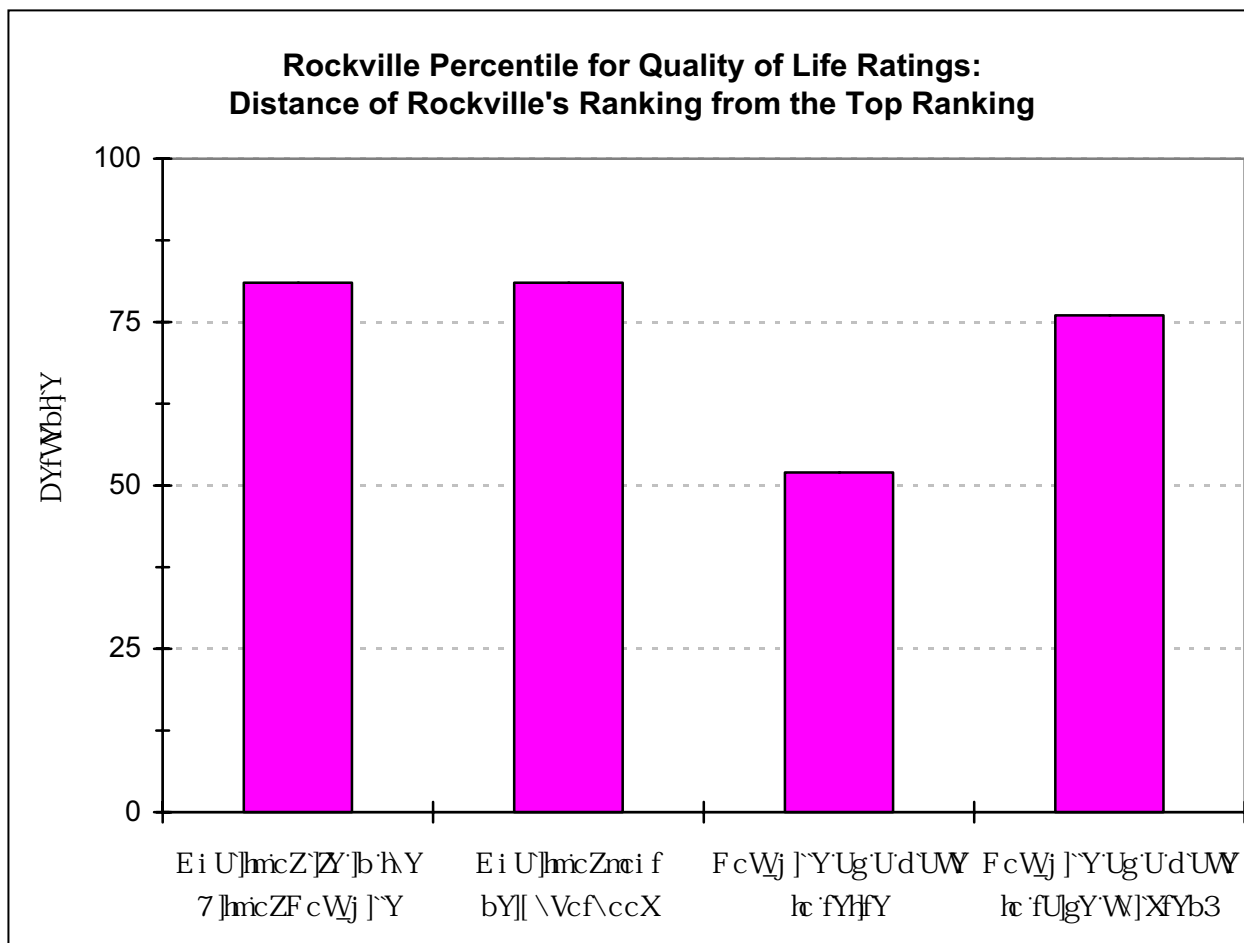
The largest discrepancies observed by geographic location were in the average ratings given to quality of life in the neighborhood and Rockville as a place to raise children. The average rating given by those who lived west of I-270 was 13 points higher in both cases than that given by those who lived east of Route 355. Ratings for each area were typically higher for 2003 than ratings in 2001.



‡Differences between locations are statistically significant.

Quality of Life by Location and Year						
Please rate your quality of life in Rockville	Location within Rockville					
	West of I-270		Between Route 355 and I-270		East of Route 355	
	2001	2003	2001	2003	2001	2003
Overall, how would you describe the quality of life in the City of Rockville?	78	78	73	73	71	73
How do you rate the overall quality of your neighborhood?	80	83	71	75	61	64
How do you rate Rockville as a place to raise children?	77	80	70	70	66	67
How do you rate Rockville as a place to retire?	50	53	53	53	47	51

Rockville's ratings of quality of life were higher than that given to most jurisdictions across the country. Rockville was above the 75% percentile for quality of life in community, neighborhood as a place to live, and community as a place to raise children. Rockville as a place to retire was viewed similarly by respondents in Rockville as those responding to surveys in other locales.



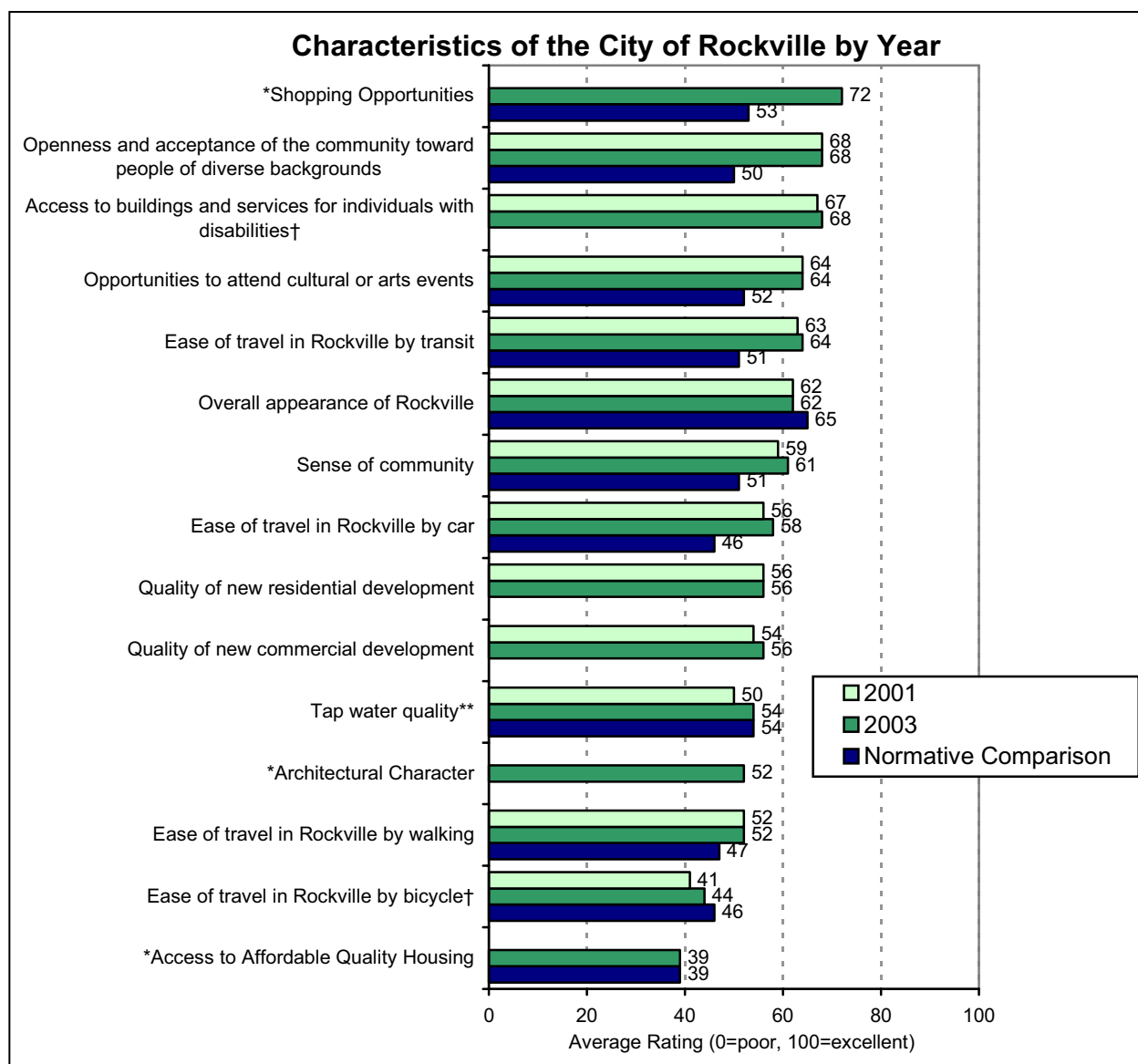
Quality of Life Ratings						
	City of Rockville Rating	Rank	Number of Jurisdictions for Comparison	City of Rockville Percentile	Normative Comparison	Comparison of Rockville Rating to Norm
Quality of life in the City of Rockville	74	21	107	81%	65	above norm
Quality of your neighborhood	73	7	31	81%	66	above norm
Rockville as a place to retire	53	24	48	52%	53	similar to norm
Rockville as a place to raise children?	71	17	66	76%	61	above norm

Ratings of Characteristics of Rockville

Respondents were asked to evaluate a variety of aspects about the City of Rockville. The highest rated characteristic was “shopping opportunities,” which received an average rating of 72 on a 100-point scale. Openness and acceptance of the community toward people of diverse backgrounds and access to buildings and services for individuals with disabilities also received higher ratings, above 65 on a 100-point scale.

All of the community traits presented, with two exceptions, were rated above 50 on a 100-point scale. Access to affordable quality housing received the lowest ratings on the list, with an average rating of 39, and ease of travel by bicycle in Rockville received an average rating of 44 on a 100-point scale.

Ratings in 2003 changed very little from those received in 2001. Tap water quality showed the most change, from an average rating of 50 on a 100-point scale in 2001 to an average rating of 54 in 2003.



*Note: these characteristics were not rated in 2001.

†Note: More than 20% of respondents reported they did not know enough about this item to give it a rating.

** Differences between years are statistically significant.

Characteristics of the City of Rockville					
Please rate each of the following characteristics of Rockville	Percent of Respondents				
	Excellent	Good	Fair	Poor	Total
Shopping opportunities	39%	41%	15%	5%	100%
Openness and acceptance of the community toward people of diverse backgrounds	27%	53%	18%	2%	100%
Access to buildings and services for individuals with disabilities†	25%	57%	14%	4%	100%
Opportunities to attend cultural or arts events	22%	51%	24%	4%	100%
Ease of travel in Rockville by transit	22%	52%	21%	5%	100%
Ease of travel in Rockville by car	18%	46%	26%	10%	100%
Sense of community	16%	56%	24%	4%	100%
Overall appearance of Rockville	16%	58%	23%	3%	100%
Quality of new residential development	15%	49%	26%	11%	100%
Ease of travel in Rockville by walking	13%	43%	30%	14%	100%
Quality of new commercial development	13%	49%	29%	9%	100%
Tap water quality	13%	49%	24%	14%	100%
Ease of travel in Rockville by bicycle†	10%	33%	36%	21%	100%
Architectural character	9%	48%	34%	10%	100%
Access to affordable quality housing	6%	32%	37%	26%	100%

†Note: More than 20% of respondents reported they did not know enough about this item to give it a rating.

Some differences were found in average ratings of the community by place of residence within Rockville.

Those living on the east side of town gave more positive ratings than those on the west to:

- opportunities to attend cultural or arts events,
- ease of travel in Rockville by transit.
- ease of travel in Rockville by walking,
- tap water quality.

Those on the west side of town gave more positive ratings than those on the east to:

- sense of community,
- overall appearance of Rockville,
- openness and acceptance of the community towards people of diverse backgrounds, and
- access to buildings and services for individuals with disabilities.

In most of the above cases, those who lived between Route 355 and I-270 had ratings that fell between the ratings given by residents to either side. For some characteristics, however, those in this middle part of the city gave lower ratings on average than those to the east or west:

- architectural character,
- ease of travel in Rockville by car,
- ease of travel in Rockville by bicycle, and
- quality of new commercial development.

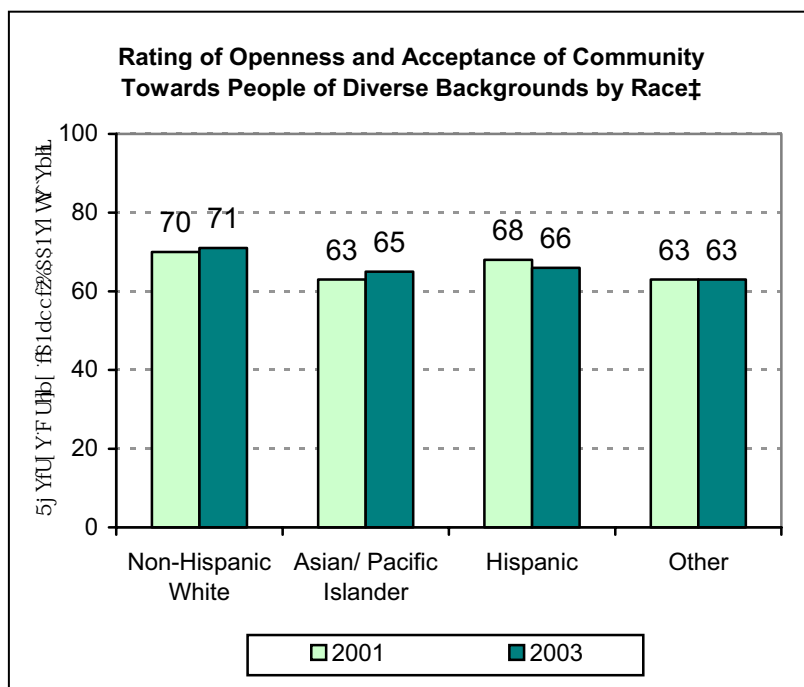
Little variation was seen by year of survey in these ratings, although some improvement was seen on the east side of town.

Characteristics of the City of Rockville by Geographic Location						
Please rate each of the following characteristics of Rockville	Location within Rockville					
	West of I-270		Between Route 355 and I-270		East of Route 355	
	2001	2003	2001	2003	2001	2003
Openness and acceptance of the community toward people of diverse backgrounds‡	72	73	69	68	66	67
Access to buildings and services for individuals with disabilities‡	71	73	66	66	68	68
Overall appearance of Rockville‡	65	66	61	61	61	62
Opportunities to attend cultural or arts events‡	64	63	63	62	68	68
Sense of community‡	63	65	58	60	56	60
Tap water quality‡	54	54	49	52	**51	**58
Ease of travel in Rockville by transit‡	58	58	64	64	65	68
Ease of travel in Rockville by car‡	57	60	57	56	**54	**61
Quality of new residential development	54	57	57	56	55	55
Quality of new commercial development‡	53	59	54	53	54	60
Ease of travel in Rockville by walking‡	49	49	52	51	52	56
Ease of travel in Rockville by bicycle‡	44	47	40	41	**40	**51
Shopping opportunities	NA	72	NA	71	NA	74
Access to affordable quality housing	NA	40	NA	38	NA	41
Architectural character‡	NA	55	NA	49	NA	55

***Differences between years are statistically significant.*

‡Differences between subgroups in 2003 are statistically significant.

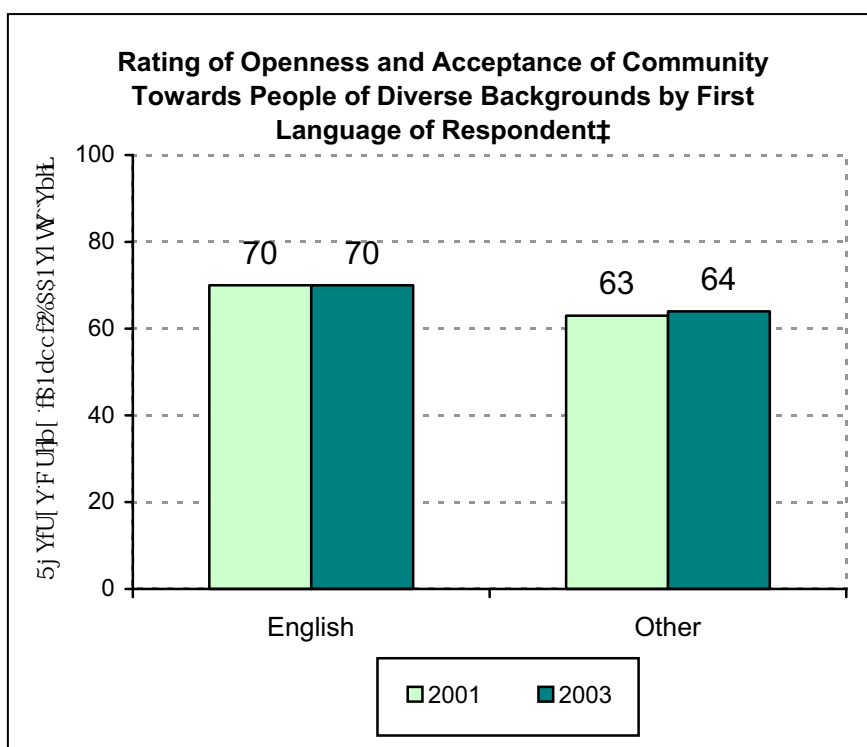
Ratings of the openness and acceptance of the community toward people of diverse backgrounds were examined by the race of the respondent, and the respondent's first language.



Non-Hispanic Whites were likely to rate Rockville community higher on its openness and acceptance than were people of other races.

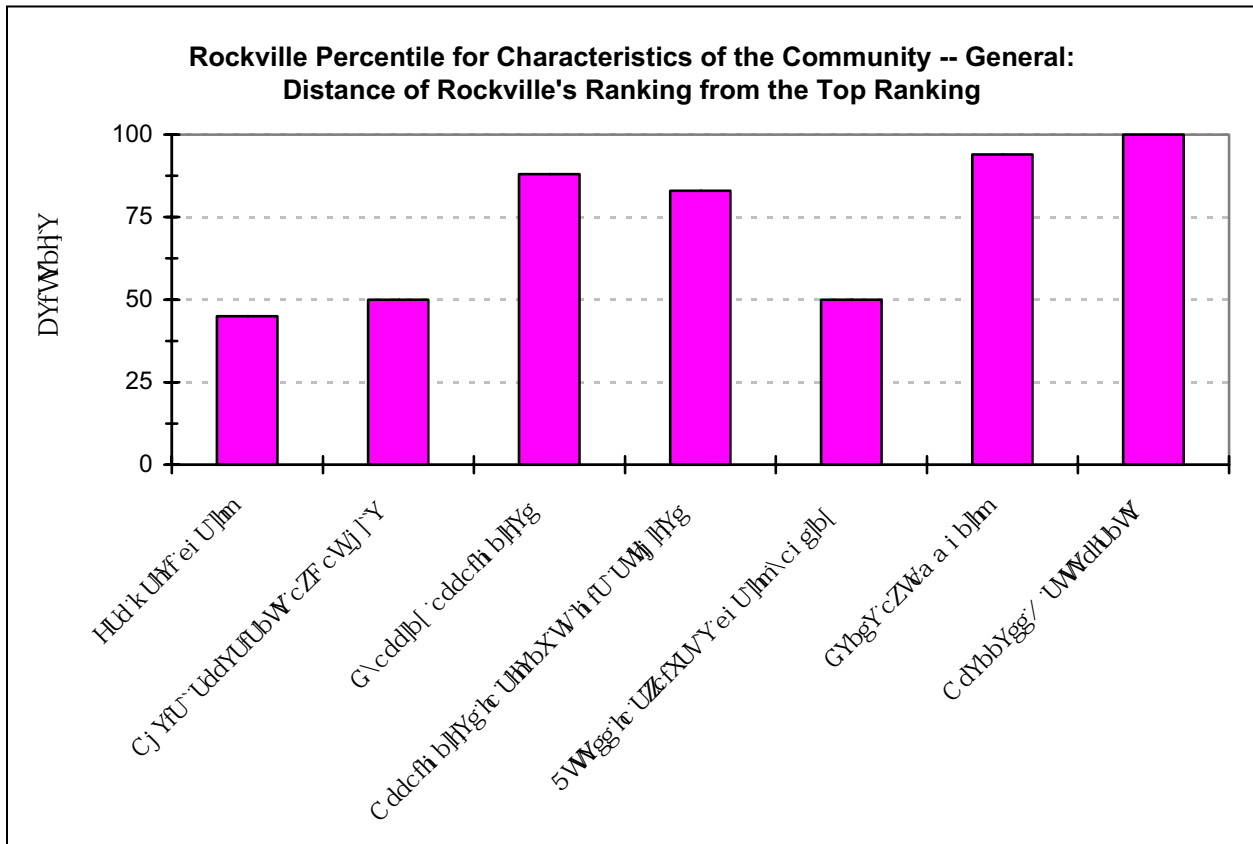
†Differences between subgroups in 2003 are statistically significant.

People whose first language was English were also more likely to rate community more highly on its acceptance of people of diverse backgrounds. However, while statistically significant, these differences were not huge: about 6 points on a 100-point scale.



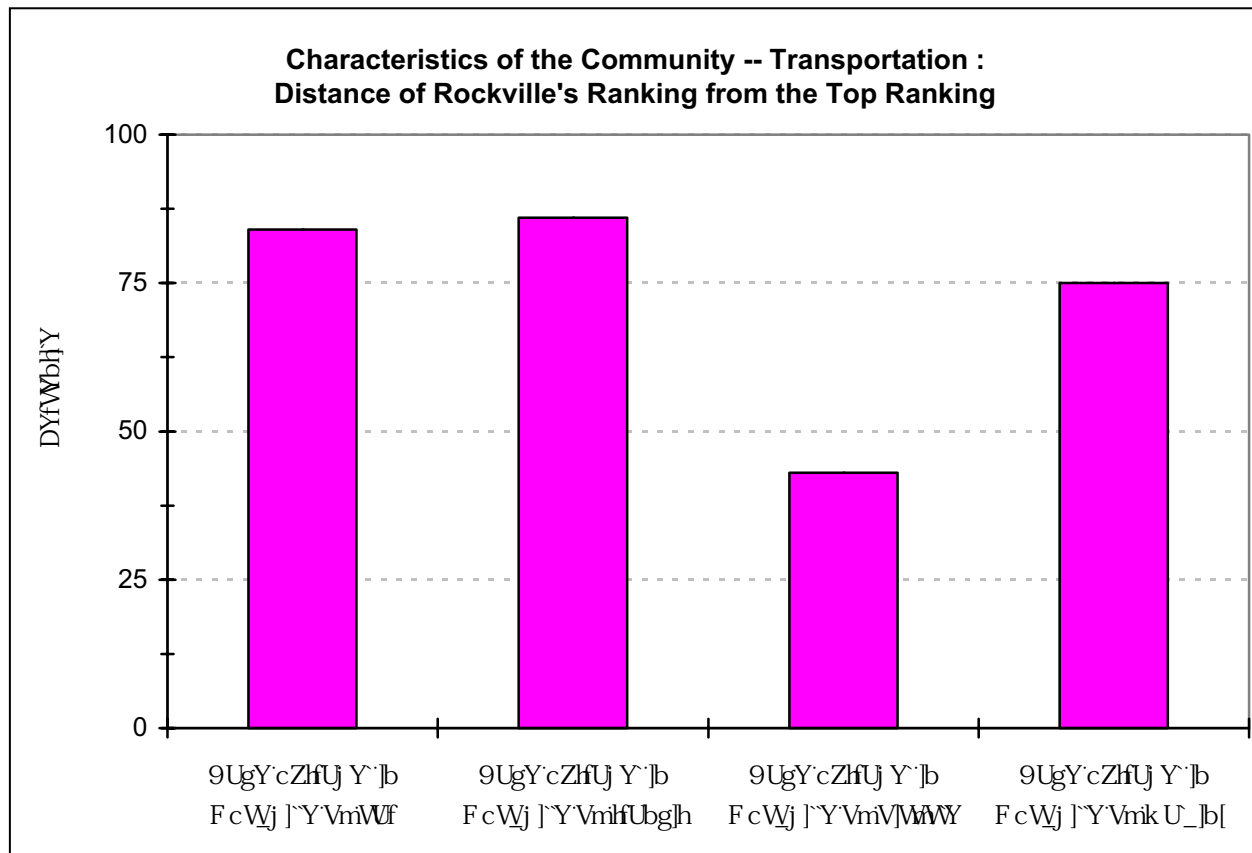
†Differences between subgroups in 2003 are statistically significant.

Compared to ratings received by jurisdictions across the nation, Rockville residents feel very positively about their community. Many of the characteristics received average ratings above norm.



Characteristics of the Community: General						
	City of Rockville Rating	Rank	Number of Jurisdictions for Comparison	City of Rockville Percentile	Normative Comparison	Comparison of Rockville Rating to Norm
Tap water quality	54	30	53	45%	54	similar to norm
Overall appearance of Rockville	62	5	8	50%	65	similar to norm
Shopping opportunities	72	7	50	88%	53	above norm
Opportunities to attend cultural activities	64	10	54	83%	52	above norm
Access to affordable quality housing	39	28	54	50%	39	similar to norm
Sense of community	61	3	35	94%	51	above norm
Openness & acceptance	68	1	30	100%	50	above norm

Mobility in the Rockville community also received high marks, with ease of travel by car, transit and walking in the 75th percentile or above.



Characteristics of the Community: Transportation						
	City of Rockville Rating	Rank	Number of Jurisdictions for Comparison	City of Rockville Percentile	Normative Comparison	Comparison of Rockville Rating to Norm
Ease of travel in Rockville by car	58	9	49	84%	46	above norm
Ease of travel in Rockville by transit	64	10	64	86%	51	above norm
Ease of travel in Rockville by bicycle†	44	22	37	43%	46	similar to norm
Ease of travel in Rockville by walking	52	8	28	75%	47	above norm

†Note: More than 20% of respondents reported they did not know enough about this item to give it a rating.

Reasons for Choosing to Live in Rockville

When asked why they chose to live in Rockville, respondents most often cited that their job was in the area (54%). Forty-six percent said they moved to Rockville because it is close to Washington D.C. Forty percent mentioned the “safe community” and the “community’s amenities.” Access to public transportation as a reason they chose Rockville as a place to live was mentioned by 38% of the respondents and about a third thought there were good schools in Rockville. Approximately 29% cited the attractiveness of the community. The historic nature of the community was selected as a reason by 8% of those completing the survey.

Reasons for Choosing to Live in Rockville	
Why did you choose to live in Rockville?	Percent of Respondents*
My job was here (or near by)	54%
It's close to Washington, D.C.	46%
Safe community	40%
The community's amenities	40%
Access to public transportation	38%
Good schools	31%
Attractive community	29%
Quiet area	24%
My family lives here	20%
Diversity of people	17%
Progressive community	16%
I was born/raised here	10%
Historic community	8%
Other**	12%

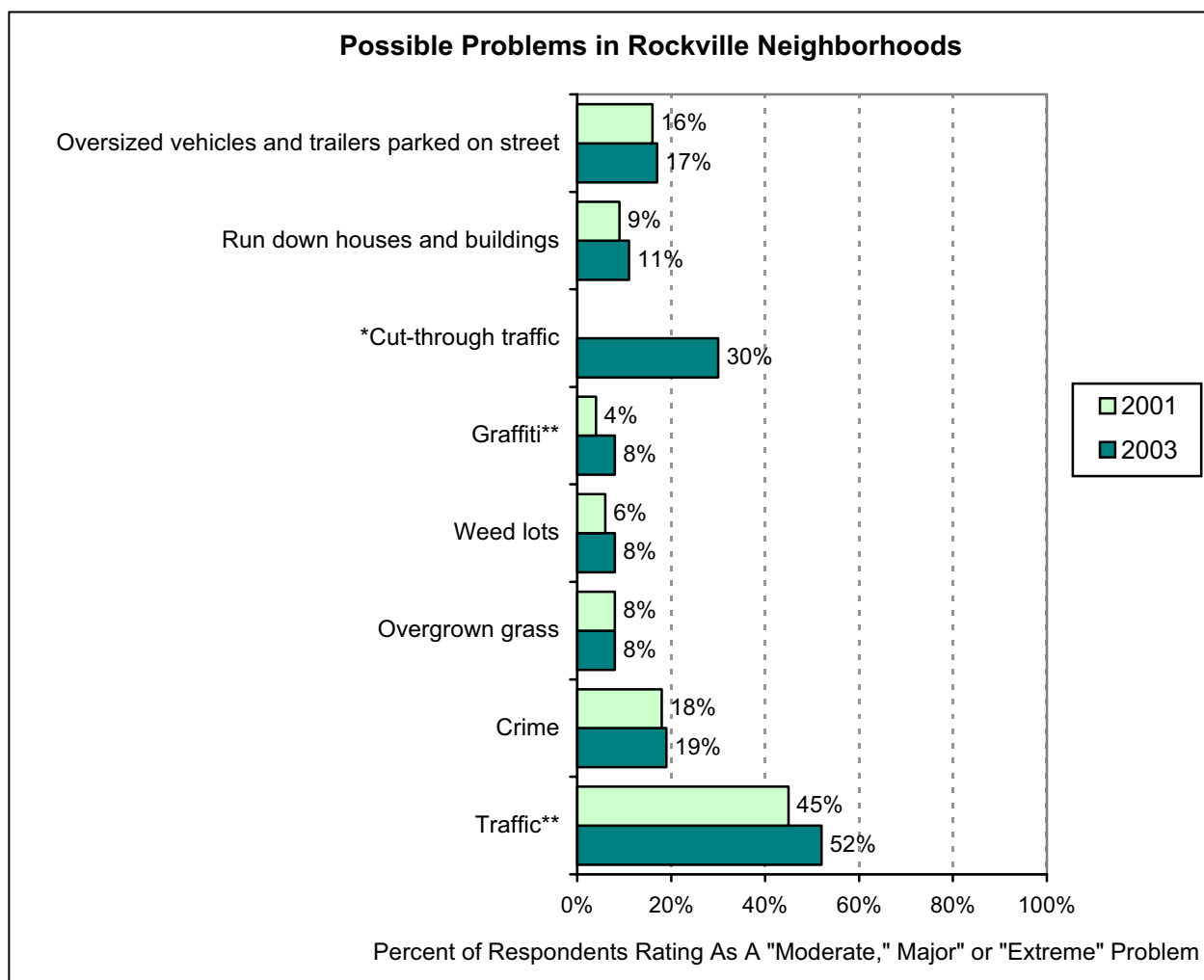
**Percents add to more than 100%, as respondents could give more than one answer.*

***See Appendix IV for the “other” reasons given.*

Potential Problems

A list of possible problems residents of Rockville's neighborhoods might experience was presented to survey respondents. Very few of the problems listed were of great concern to those completing the questionnaire; most were considered "not a problem" by 55% or more of respondents. The exceptions were traffic, cut-through traffic, and oversized vehicles and trailers parked on street. Cut-through traffic was considered a "moderate," "major" or "extreme" problem by 31% of respondents, while oversized vehicles and trailers parked on the street was considered at least a moderate problem by 18% of respondents. Traffic was considered at least a moderate problem by over half of respondents.

Where comparison data were available, Rockville had more positive or similar ratings on these items compared to the 2001 ratings. The perception of traffic as a problem, however, has increased from 2001 to 2003.



*Note: this item not rated in 2001.

**Differences between years are statistically significant.

Possible Problems in Rockville Neighborhoods						
Please rate how much of a problem each of the following is <u>in your neighborhood</u> :	Percent of Respondents					
	not a problem	minor problem	moderate problem	major problem	extreme problem	Total
Graffiti	74%	20%	5%	1%	0%	100%
Weed lots	69%	23%	6%	2%	0%	100%
Overgrown grass	65%	28%	6%	2%	0%	100%
Run down houses and buildings	63%	26%	8%	1%	1%	100%
Oversized vehicles and trailers parked on street	55%	27%	11%	4%	3%	100%
Cut-through traffic	39%	31%	18%	9%	4%	100%
Crime	36%	44%	17%	2%	0%	100%
Traffic	24%	24%	27%	18%	6%	100%

When compared by geographic location, a clear pattern in problem identification emerged. Those who lived east of Route 355 gave more negative ratings to these problem issues, while those who lived west of I-270 gave more positive ratings. In most cases, ratings were similar in 2003 compared to 2001, or had increased. Crime, however, was a somewhat less likely to be viewed as a problem in 2003 in the area west of I-270 than it was in 2001.

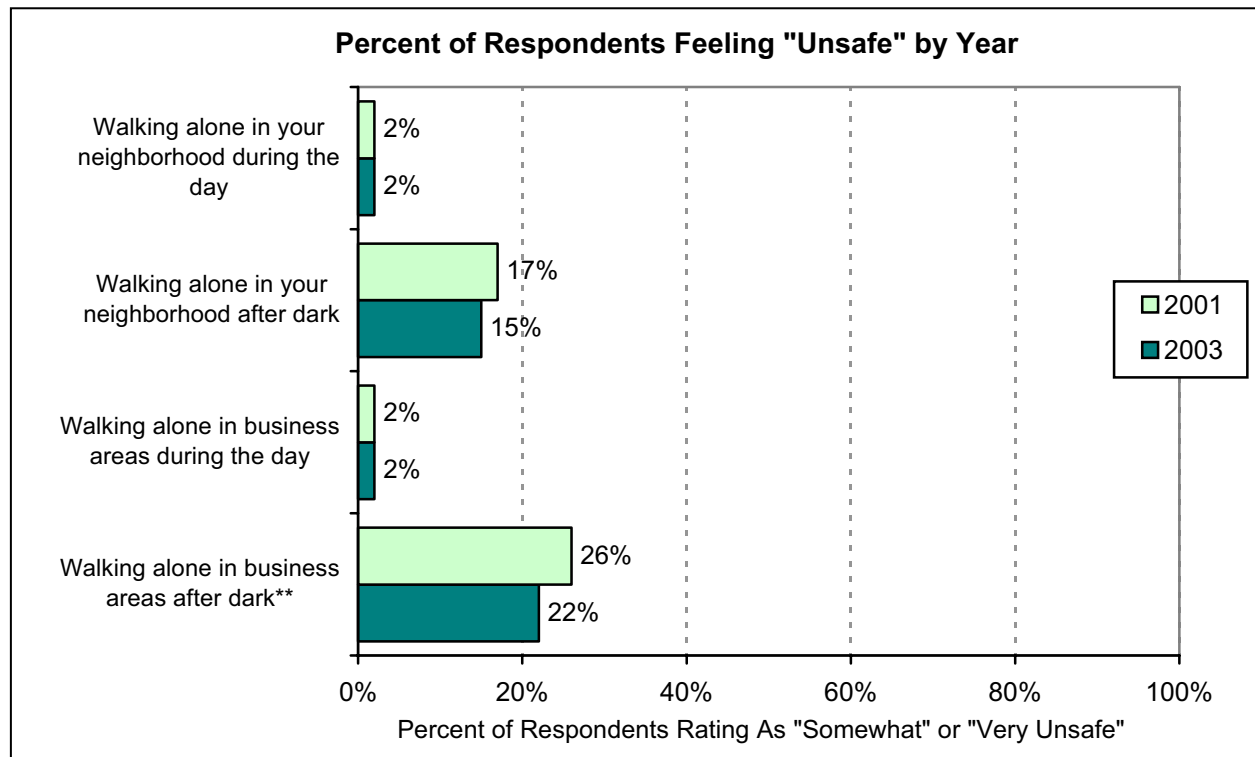
Possible Problems in Rockville Neighborhoods by Geographic Location						
Please rate how much of a problem each of the following is <u>in your neighborhood</u> :	Percent of Respondents Rating As A "Moderate," Major" or "Extreme" Problem					
	West of I-270		Between Route 355 and I-270		East of Route 355	
	2001	2003	2001	2003	2001	2003
Traffic‡	38%	43%	44%	54%	52%	53%
Cut-through traffic‡	NA	23%	NA	32%	NA	34%
Crime‡	**16%	**8%	15%	17%	28%	33%
Oversized vehicles and trailers parked on street‡	9%	7%	11%	16%	30%	29%
Run down houses and buildings‡	6%	4%	7%	9%	17%	21%
Weed lots‡	5%	5%	5%	7%	12%	15%
Overgrown grass‡	7%	4%	6%	6%	14%	14%
Graffiti‡	2%	4%	3%	4%	7%	10%

***Differences between years are statistically significant*

‡Differences between subgroups in 2003 are statistically significant.

Perceptions of Safety

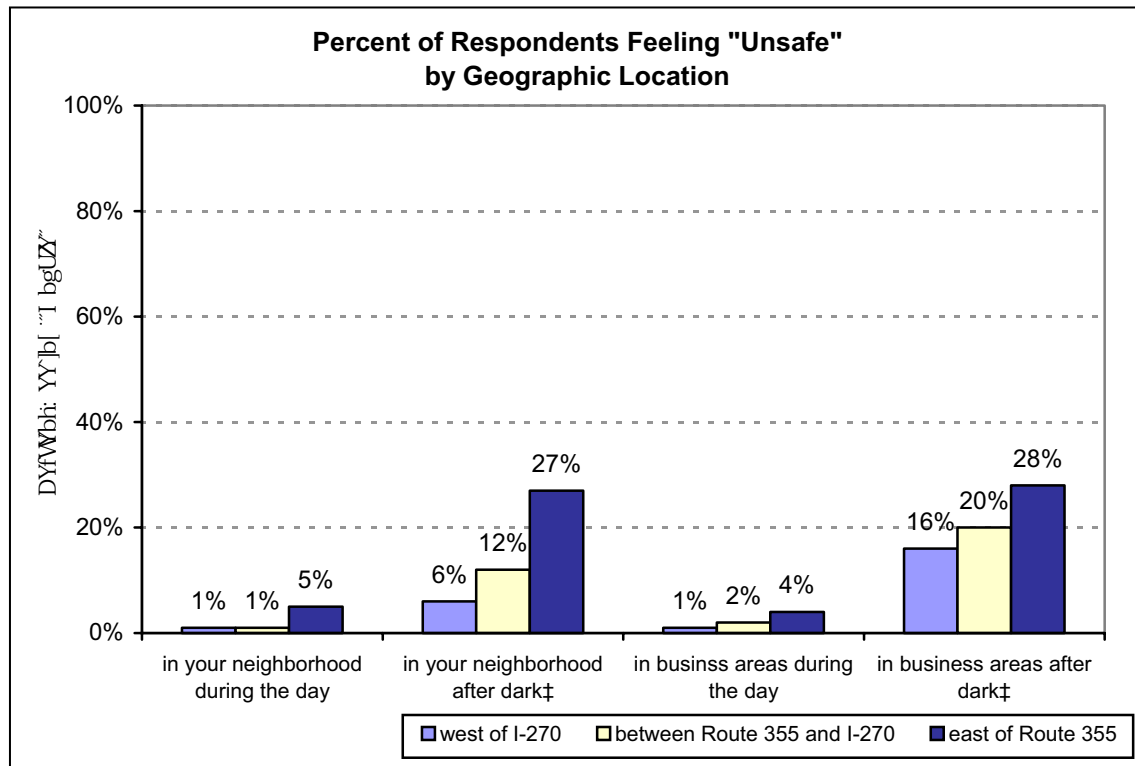
During the day, virtually all Rockville residents reported feeling safe in their neighborhood or in business areas in Rockville. Three percent of less said they felt “unsafe.” After dark, 15% reported feeling unsafe walking alone in their neighborhood, and just under a quarter said they feel unsafe walking alone in business areas. Feelings of safety have not changed significantly since 2001.



***Differences between years are statistically significant*

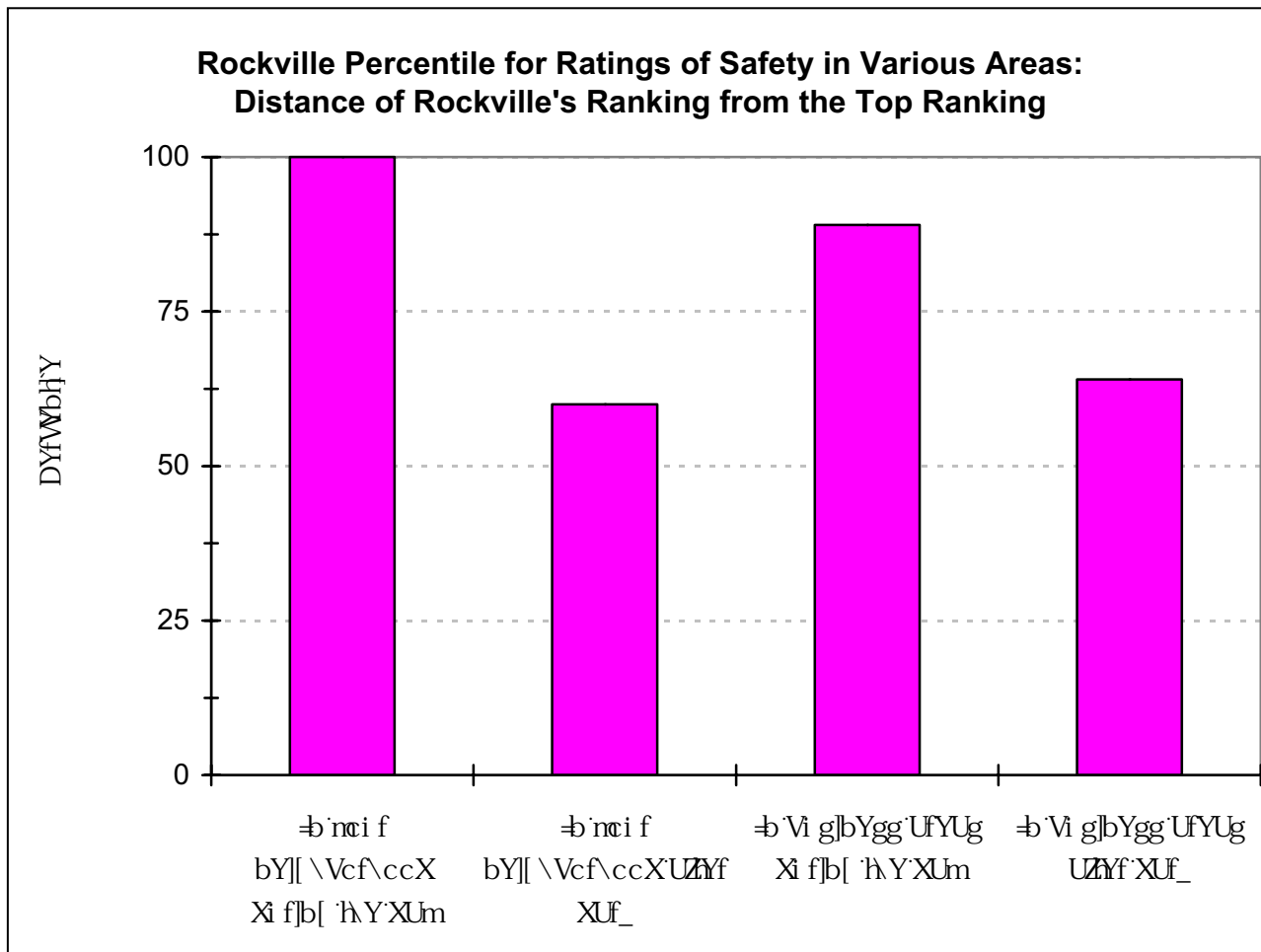
Safety in Rockville						
How safe do you feel . . .	Percent of Respondents					Total
	very safe	reasonably safe	somewhat safe	somewhat unsafe	very unsafe	
Walking alone in your neighborhood during the day	66%	27%	4%	2%	1%	100%
Walking alone in your neighborhood after dark	19%	45%	21%	12%	4%	100%
Walking alone in business areas during the day	56%	35%	7%	2%	0%	100%
Walking alone in business areas after dark	10%	29%	29%	17%	5%	100%

Those who lived east of Route 355 were more likely to feel “unsafe” in their neighborhood, while those who lived west of I-270 were less likely to feel “unsafe.” Among survey respondents who lived west of I-270, 6% reported feeling unsafe walking in their neighborhood after dark compared to 12% of those between I-270 and Route 355, and 27% of those who lived east of Route 355. Among survey respondents who lived west of I-270, 16% reported feeling unsafe walking in business areas after dark, compared to 20% of those between I-270 and Route 355, and 28% of those who lived east of Route 355.



‡Differences between subgroups are statistically significant.

Feelings of safety are high in Rockville compared to jurisdictions across the nation. In fact, daytime safety ratings were at the 100th percentile in the neighborhood, and close to the 90th percentile in business areas.

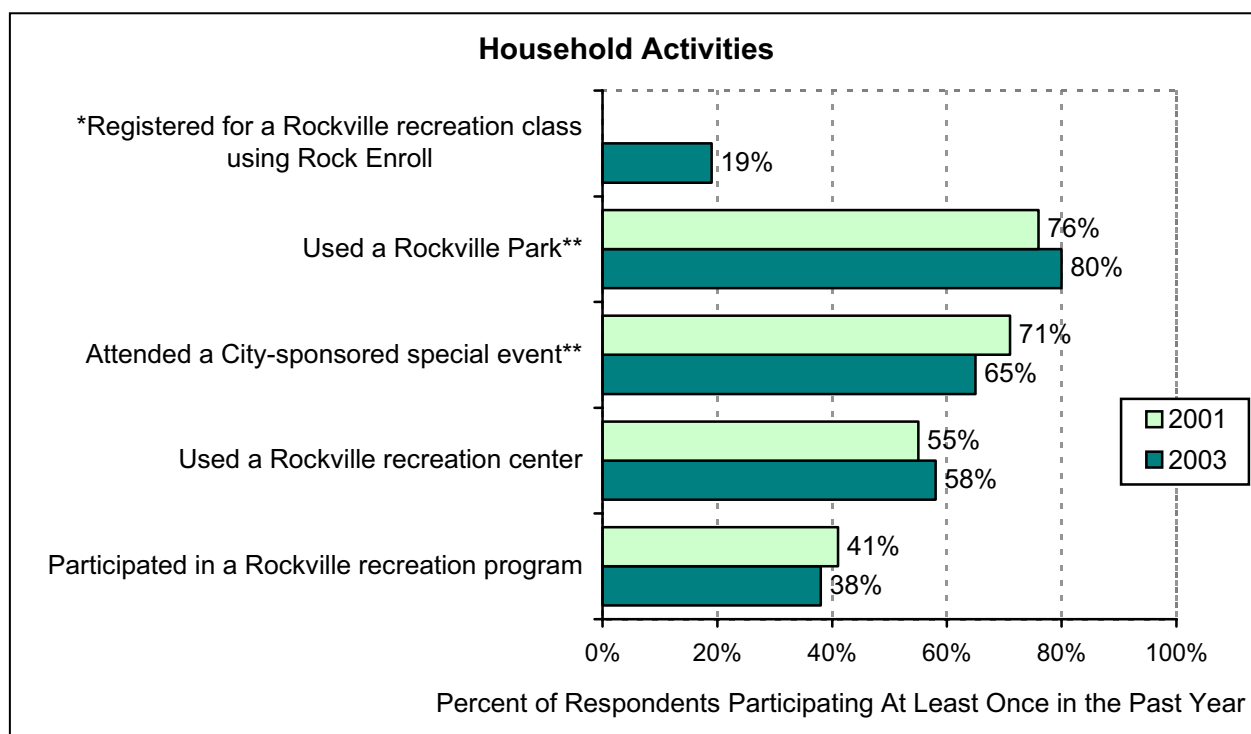


Ratings of Safety in Various Areas						
	City of Rockville Rating	Rank	Number of Jurisdictions for Comparison	City of Rockville Percentile	Normative Comparison	Comparison of Rockville Rating to Norm
In your neighborhood during the day	89	1	40	100%	80	above norm
In your neighborhood after dark	66	43	104	60%	62	above norm
In business areas during the day	86	5	38	89%	75	above norm
In business areas after dark	58	15	39	64%	51	above norm

Community Participation

Resident use of community amenities and participation in community events was assessed through the survey. Over three-quarters of Rockville households have used a Rockville park in the last 12 months. About two-thirds have attended at least one of the City-sponsored events, such as Hometown Holidays or Spirit of Rockville. Over half have used a Rockville recreation center in the past year, and 38% have participated in a Rockville recreation program. Participation rates were similar in 2003 compared to 2001.

Almost one in 5 respondents reported they had registered for a Rockville recreation class using Rock Enroll at least once in the past year.

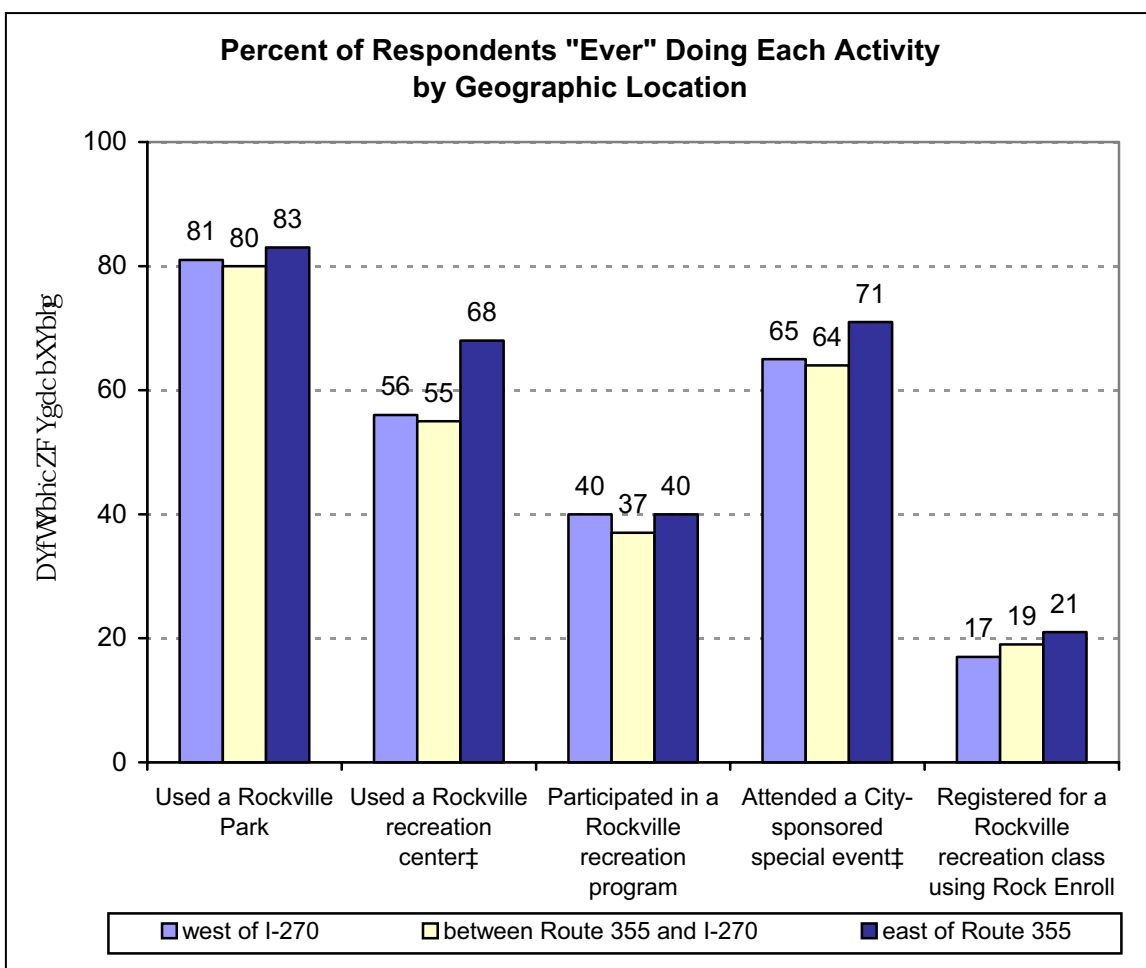


**Note: this question not asked in 2001.*

***Differences between years are statistically significant*

Household Activities						
In the last 12 months, about how many times have you or other household members done the following things:	Percent of Respondents					
	never	once or twice	3 to 12 times	13 to 26 times	more than 26 times	Total
Used a Rockville park	20%	28%	27%	10%	14%	100%
Used a Rockville recreation center	42%	22%	19%	7%	8%	100%
Participated in a Rockville recreation program	61%	19%	11%	3%	4%	100%
Registered for a Rockville recreation class using Rock Enroll	80%	11%	7%	1%	0%	100%
Attended a City-sponsored special event	35%	36%	24%	4%	2%	100%

When participation in community activities was examined by geographic location, it was observed that those who live between Route 355 and I-270 were usually the least likely to engage in these activities. Eighty percent of survey participants who lived between Route 355 and I-270 had visited a Rockville park at least once in the past year, compared to 81% of those who lived west of I-270 and 83% of those who lived east of Route 355. Rockville recreation centers were used at least once by 55% of those who lived between Route 355 and I-270, but by 56% of those who lived west of I-270 and 68% of those who lived east of Route 355. Thirty-seven percent of households between Route 355 and I-270 had participated in a Rockville recreation program, while 40% of those who live west of I-270 and east of Route 355 had done so. Sixty-four percent of those who lived between I-270 and Route 355 attended a City-sponsored special event, while 65% of those living West of I-270 attended and 71% east of Route 355 attended a City-sponsored event in the past year. In comparison to other household activities on the survey, a lower number of respondents reported registering for a Rockville recreation class using Rock Enroll. Nineteen percent of those who live between I-270 and Route 355 mentioned using Rock Enroll in the past year, while 17% of those who live West of I-270 used it and 21% reported using Rock Enroll.



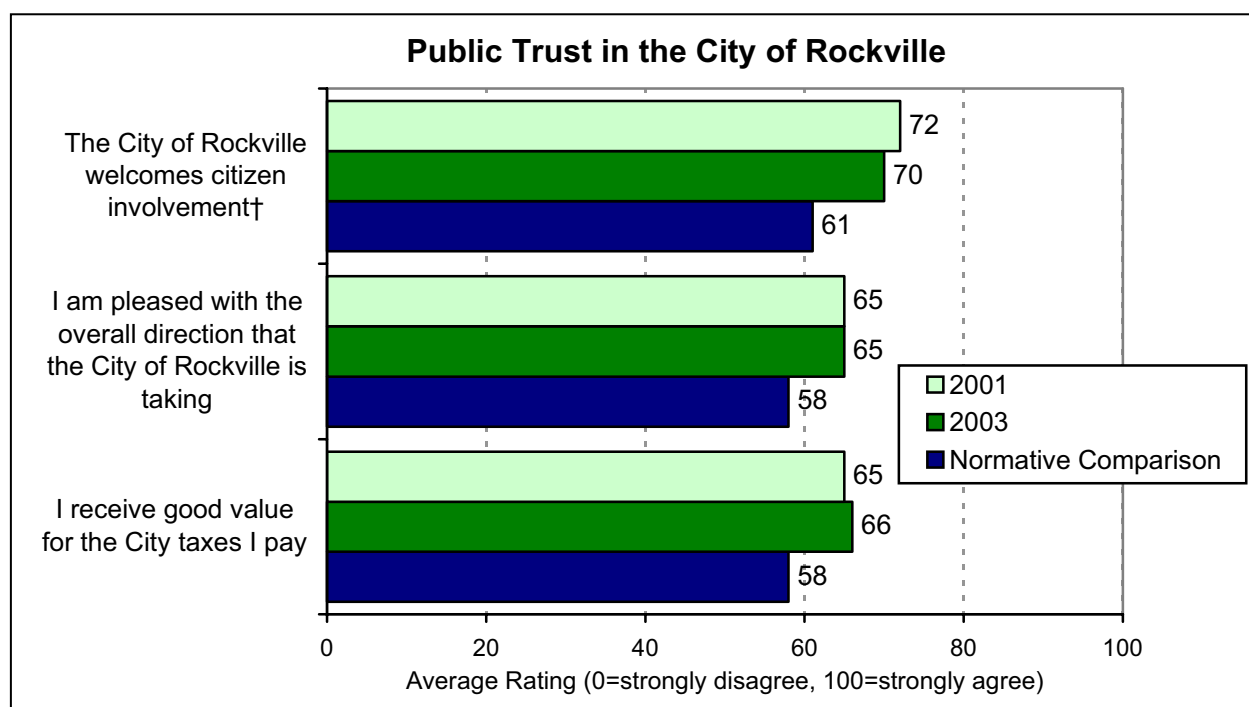
‡Differences between subgroups are statistically significant.

Ratings of Local Government

Much of the survey was devoted to resident perception of local government. The questionnaire asked survey respondents about their trust in local government and their evaluation of government services.

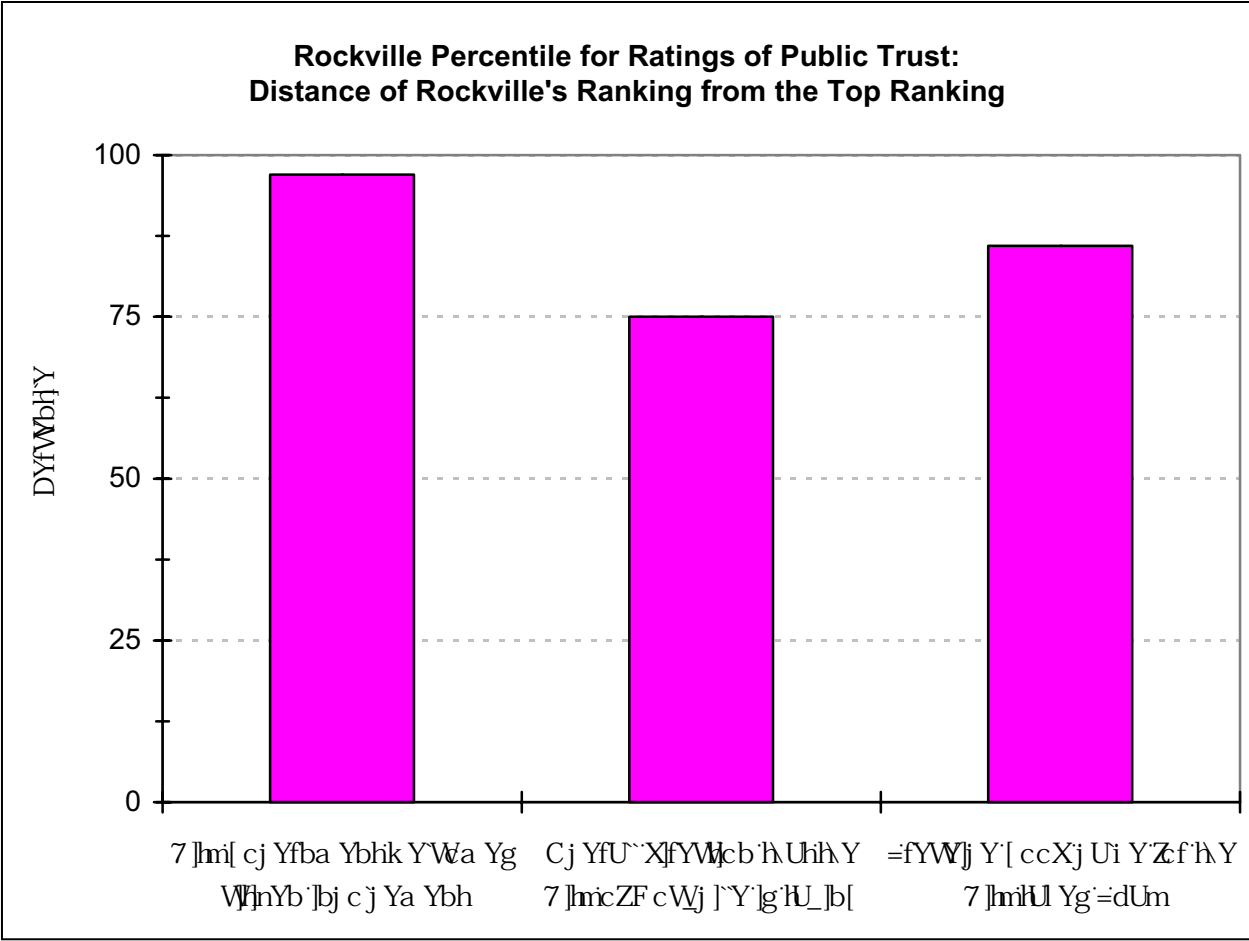
Public Trust

Approximately three-quarters of survey respondents agreed that the City of Rockville government welcomes citizen involvement. More than 60% agreed that they received good value for the City taxes they pay, and were pleased with the overall direction taken by the City of Rockville. Ratings remained almost identical in 2003 compared to 2001. All of these public trust ratings were more positive, on average, than the national norms (see next page).



†Note: More than 20% of respondents reported they did not know enough about this item to give it a rating.

Public Trust						
Please rate to what extent you agree or disagree with each of the following statements.	Percent of Respondents					Total
	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	
The City of Rockville government welcomes citizen involvement	19%	52%	21%	5%	2%	100%
I receive good value for the City taxes I pay	14%	49%	28%	8%	2%	100%
I am pleased with the overall direction that the City of Rockville is taking	14%	51%	21%	11%	4%	100%

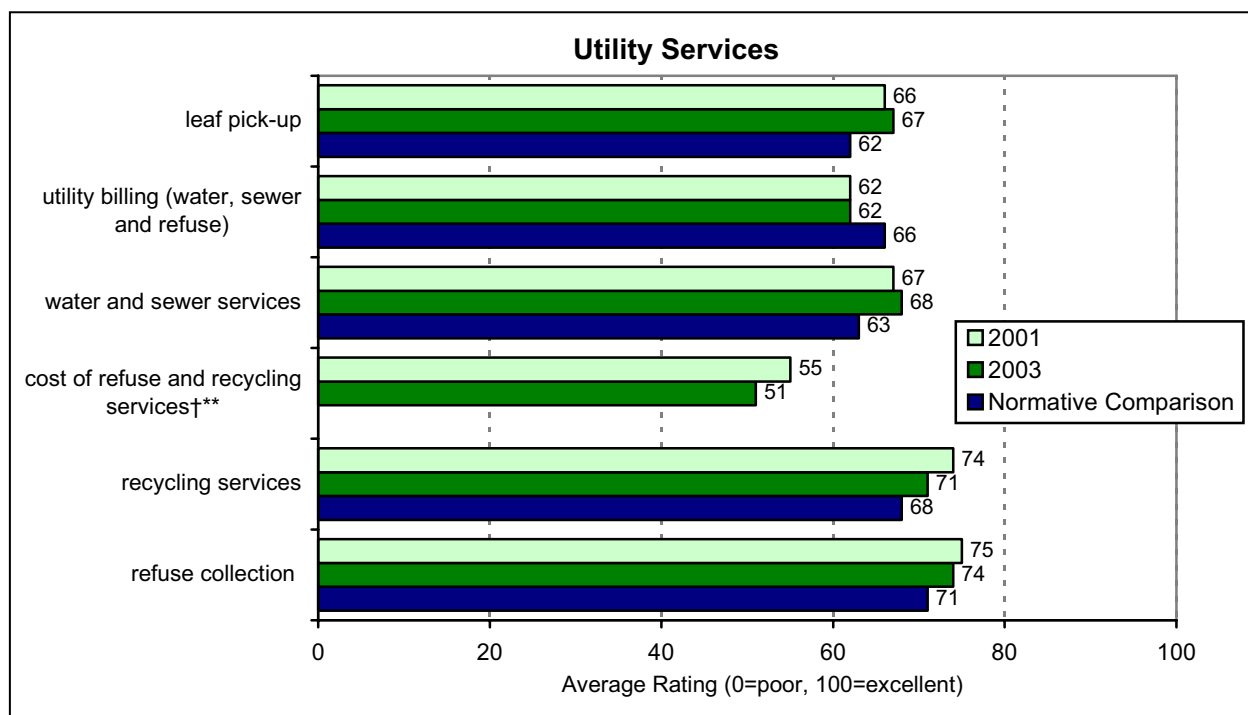


Ratings of Public Trust						
	City of Rockville Rating	Rank	Number of Jurisdictions for Comparison	City of Rockville Percentile	Normative Comparison	Comparison of Rockville Rating to Norm
I receive good value for the City taxes I pay	66	7	44	86%	58	above norm
Overall direction that the City of Rockville is taking	65	14	53	75%	58	above norm
City government welcomes citizen involvement	70	2	38	97%	61	above norm

Ratings of City Services

A number of services provided by the City of Rockville were rated by those completing the questionnaire. The list was rather lengthy, and so was broken into groups by type of service.

The average ratings given by respondents on a 100-point scale to several utility services are shown in the graph below. Little change in resident opinion was observed from 2001 to 2003.



†Note: More than 20% of respondents reported they did not know enough about this item to give it a rating.

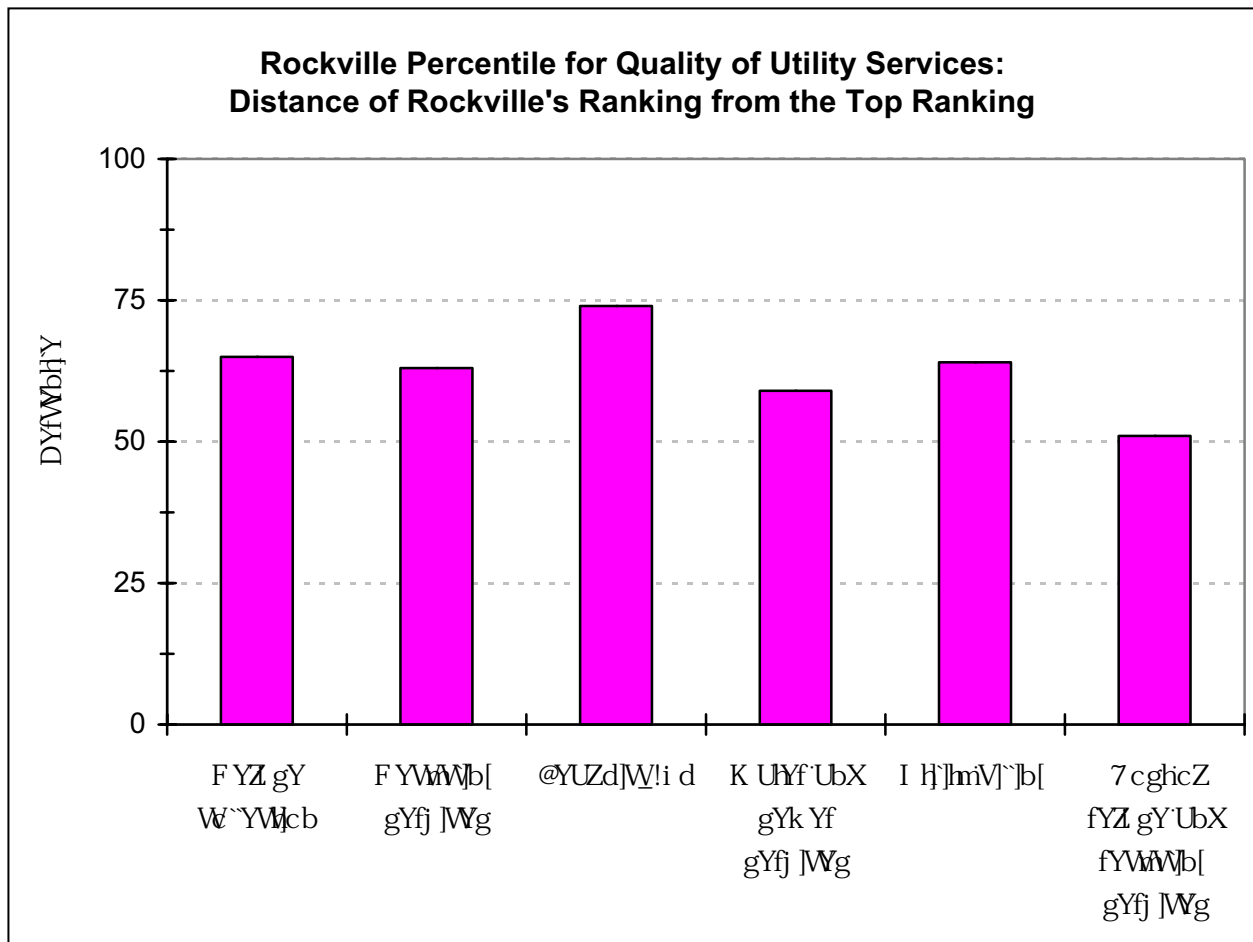
** Differences between years are statistically significant.

The greatest proportion of “excellent” ratings garnered by any City services were for refuse collection (42%) and recycling services (40%). About 4 in 5 respondents gave these two services ratings of “excellent” or “good.” Respondents were slightly less satisfied with the cost of these services, but more than half (55%) gave “excellent” or “good” ratings to the cost of refuse and recycling services. More than 70% of respondents gave “excellent” or “good” ratings to leaf pick-up, water & sewer services, and utility billing.

Utility Services					
Please rate each of the following City services.	Percent of Respondents				
	Excellent	Good	Fair	Poor	Total
refuse collection	42%	42%	12%	4%	100%
recycling services	40%	40%	14%	6%	100%
leaf pick-up	29%	48%	17%	6%	100%
water and sewer services	25%	56%	16%	3%	100%
utility billing (water, sewer and refuse)	20%	51%	23%	5%	100%
cost of refuse and recycling services†	12%	43%	34%	12%	100%

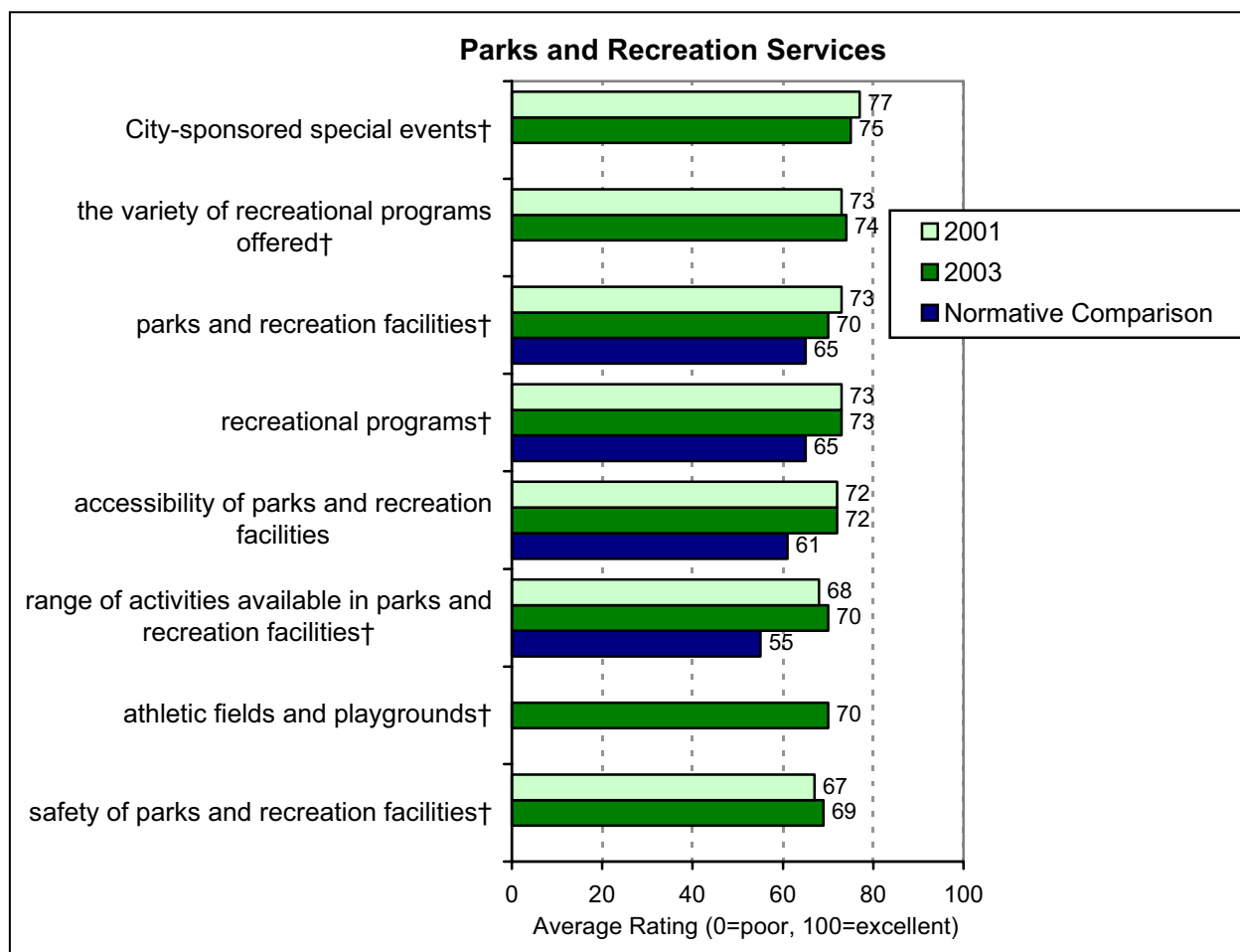
†Note: More than 20% of respondents reported they did not know enough about this item to give it a rating.

None of the utility services were given significantly lower ratings on average compared to the national norms. All the utility services were above the 50th percentile, and two, leaf-pickup and water and sewer services, were significantly higher than the norm.



Quality of Utility Services						
	City of Rockville Rating	Rank	Number of Jurisdictions for Comparison	City of Rockville Percentile	Normative Comparison	Comparison of Rockville Rating to Norm
Refuse collection	74	54	150	65%	71	similar to norm
Recycling services	71	41	107	63%	68	similar to norm
Leaf pick-up	67	12	42	74%	62	above norm
Water and sewer services	68	10	22	59%	63	above norm
Utility billing	62	6	14	64%	66	similar to norm

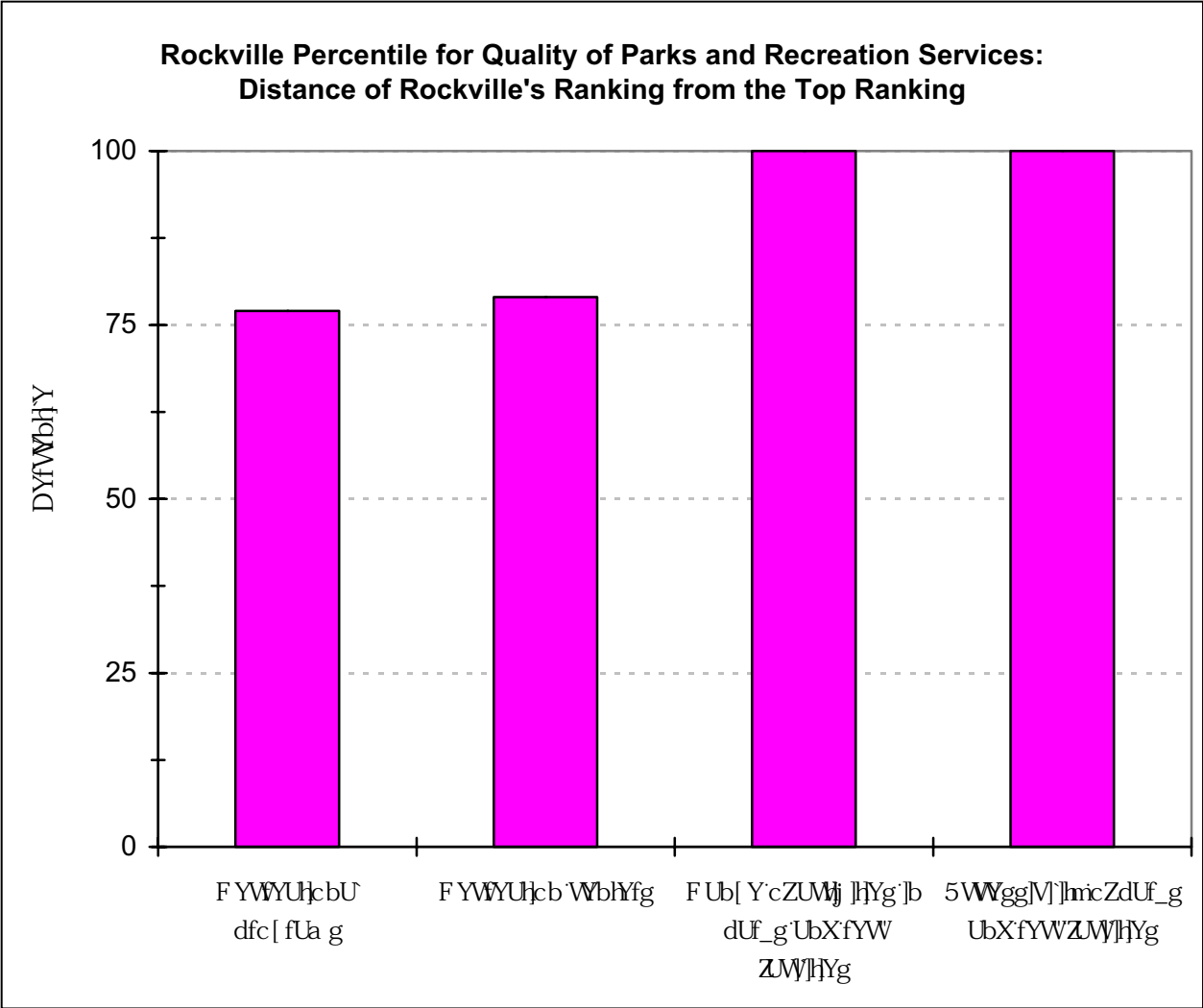
All of the parks and recreation services rated received “excellent” or “good” ratings by 80% or more of respondents.. None of the parks and recreation services were rated as “poor” by more than 2% of respondents. The services that could be compared to national norms did very well; all were above the 75th percentile (see next page).



†Note: More than 20% of respondents reported they did not know enough about this item to give it a rating.

Parks and Recreation Services					
Please rate each of the following City services.	Percent of Respondents				
	Excellent	Good	Fair	Poor	Total
The variety of recreational programs offered†	38%	49%	12%	2%	100%
City-sponsored special events†	38%	51%	10%	1%	100%
Recreational programs†	33%	54%	12%	1%	100%
Recreation centers†	33%	53%	13%	1%	100%
Accessibility of parks and recreation centers and facilities	32%	53%	12%	2%	100%
Athletic fields and playgrounds†	29%	54%	15%	2%	100%
Range of activities available in parks and recreation centers and facilities†	29%	54%	15%	2%	100%
Safety of parks and recreation centers and facilities†	26%	57%	15%	2%	100%

†Note: More than 20% of respondents reported they did not know enough about this item to give it a rating.

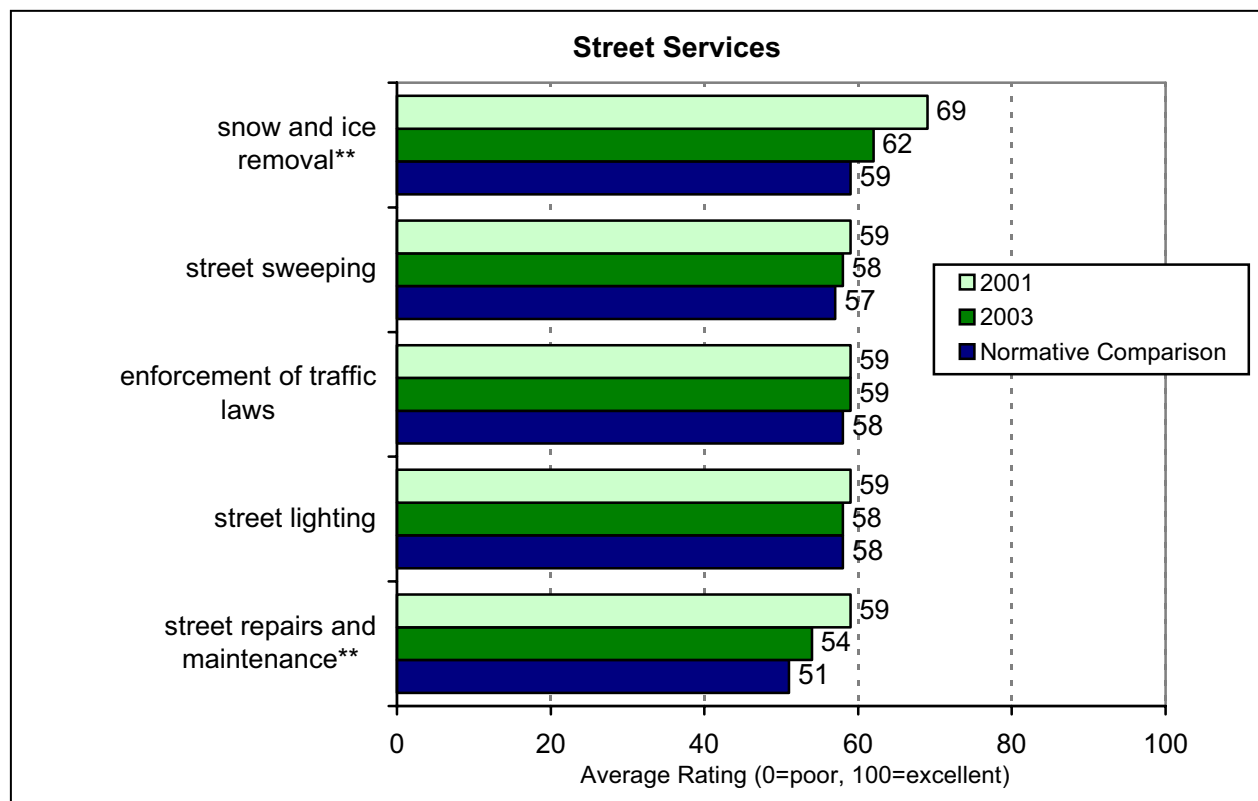


Quality of Parks and Recreation Services						
	City of Rockville Rating	Rank	Number of Jurisdictions for Comparison	City of Rockville Percentile	Normative Comparison	Comparison of Rockville Rating to Norm
Recreational programs	72	19	78	77%	65	above norm
Recreation centers	73	29	132	79%	65	above norm
Range of activities in parks and rec. facilities	70	1	24	100%	55	above norm
Accessibility of parks and rec. facilities	72	1	12	100%	61	above norm

Not surprisingly, street services were rated less positively compared to other City services. This is almost universally true in citizen surveys. Two of the items received lower ratings in 2003 compared to 2001:

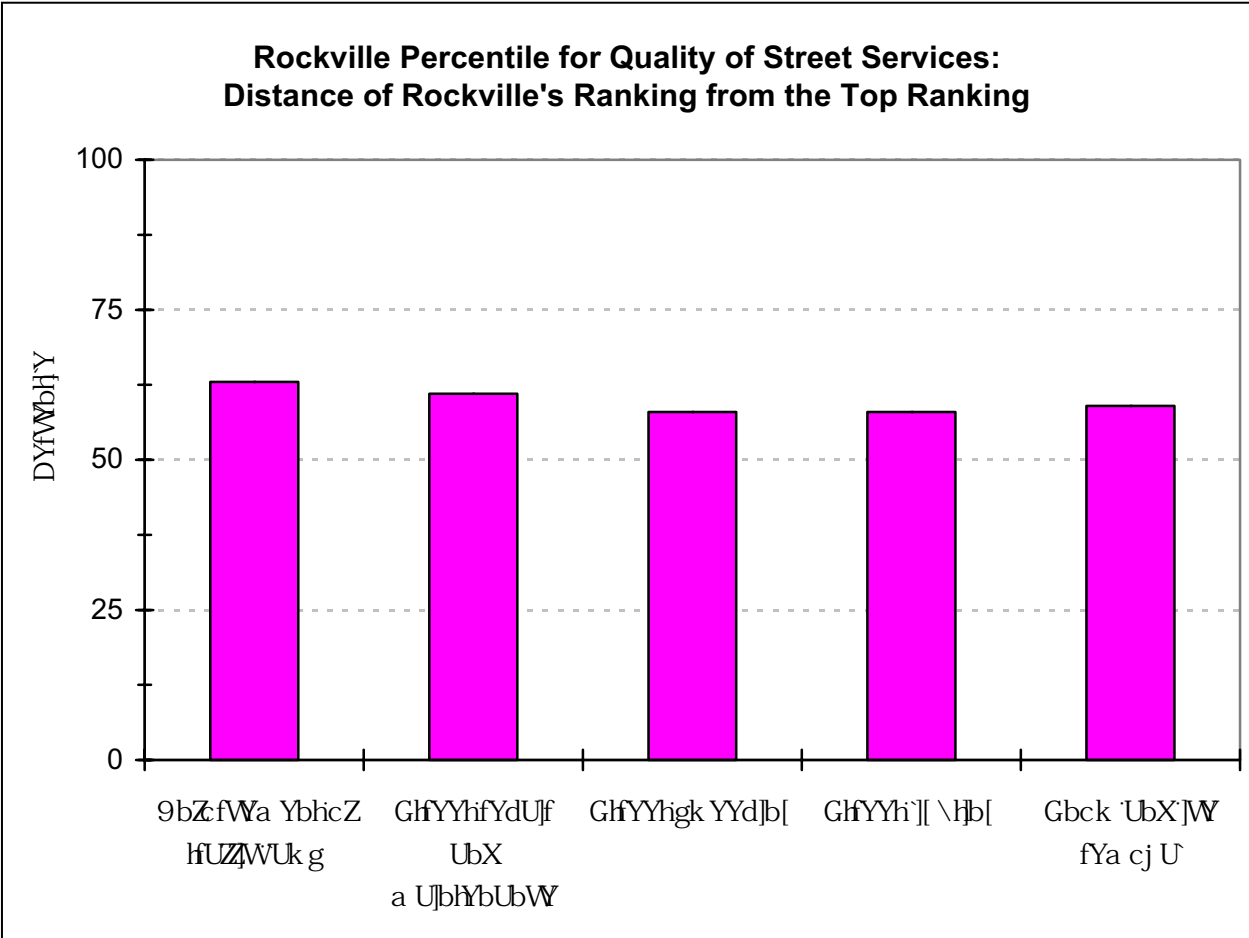
- snow and ice removal, and
- street repairs and maintenance.

None of the street services were given “poor” ratings by more than 10% of respondents, and all the street services were rated as “excellent” or good” by well over half of respondents. When compared to national norms, Rockville survey participants’ ratings of street services were similar to those given by residents in other jurisdictions.



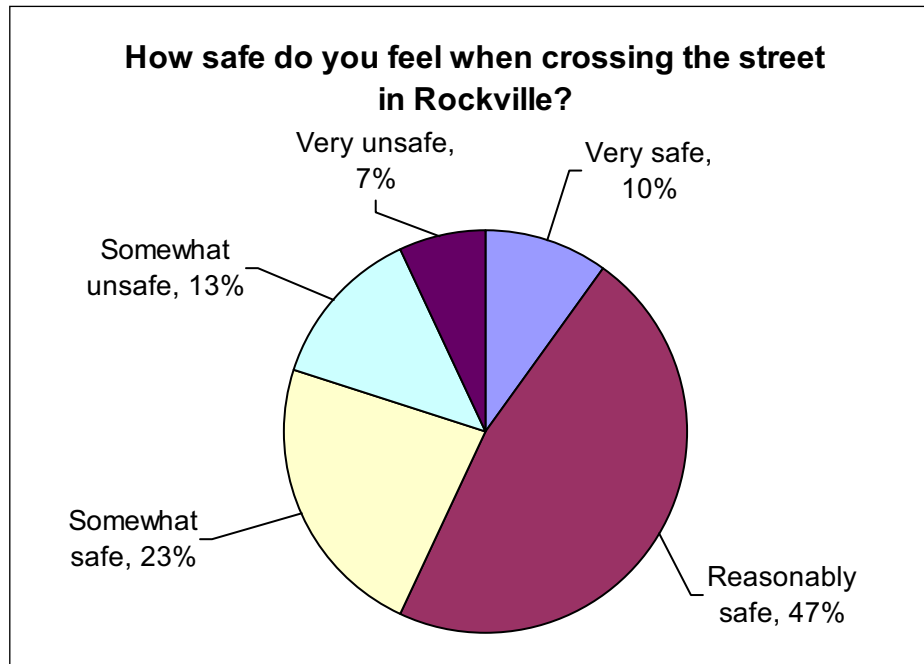
***Differences between years are statistically significant*

Street Services					
Please rate each of the following City services.	Percent of Respondents				
	Excellent	Good	Fair	Poor	Total
snow and ice removal	27%	42%	21%	10%	100%
street repairs and maintenance	13%	46%	31%	10%	100%
street lighting	15%	53%	24%	8%	100%
enforcement of traffic laws	15%	55%	22%	9%	100%
street sweeping	16%	51%	24%	9%	100%



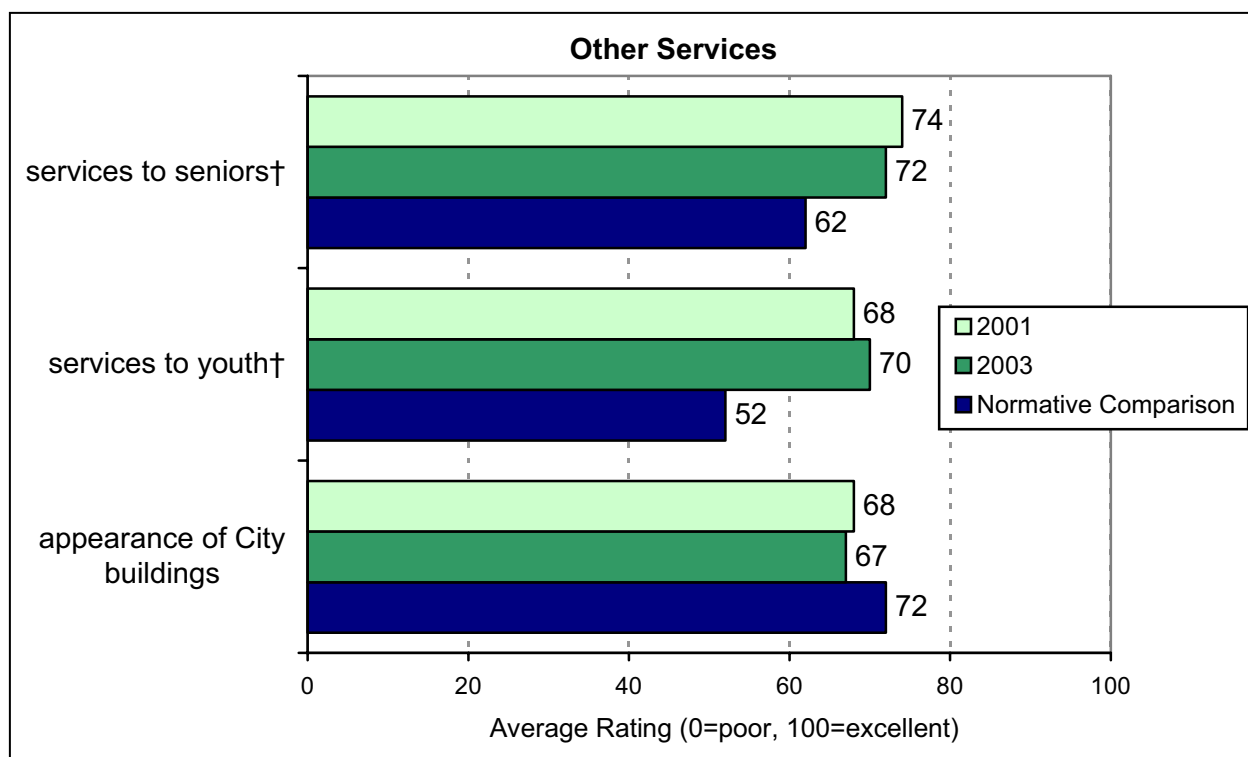
Quality of Street Services						
	City of Rockville Rating	Rank	Number of Jurisdictions for Comparison	City of Rockville Percentile	Normative Comparison	Comparison of Rockville Rating to Norm
Enforcement of traffic laws	59	36	94	63%	58	similar to norm
Street repair and maintenance	54	73	184	61%	51	similar to norm
Street sweeping	58	50	117	58%	57	similar to norm
Street lighting	58	44	102	58%	58	similar to norm
Snow and ice removal	62	38	90	59%	59	similar to norm

In addition to rating the quality of street services, respondents were asked how safe they feel when crossing the street in Rockville. More than half said they feel “reasonably” or “very safe” crossing the street. About one in five respondents reported they feel somewhat or very unsafe crossing streets in Rockville.



Services to targeted populations within Rockville, seniors and youth, were rated positively by survey respondents who gave these services a rating; more than three quarters gave “excellent” or “good” ratings to these services. The average ratings for these services were significantly higher than the national norms, above the 80th percentile.

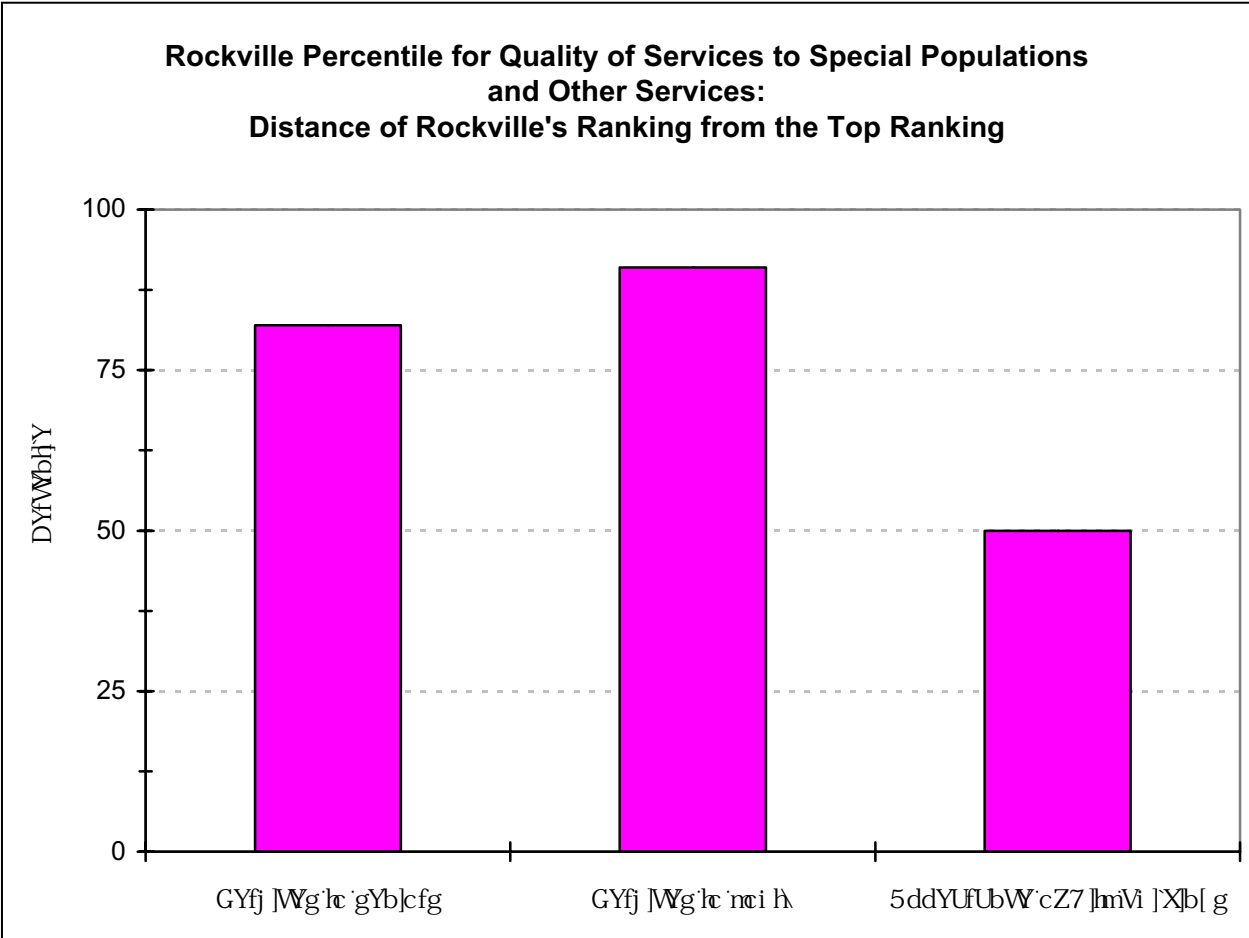
The appearance of City buildings was rated as “good” by 62% of respondents, with an additional 21% giving an “excellent” rating. The average rating of appearance of City buildings was similar to national norms, at exactly the 50th percentile, although it was statistically below the average (as opposed to median) normative rating. However, compared to 2001 the average rating given by survey participants for this service was not statistically significantly different.



†Note: More than 50% of respondents reported they did not know enough about this item to give it a rating.

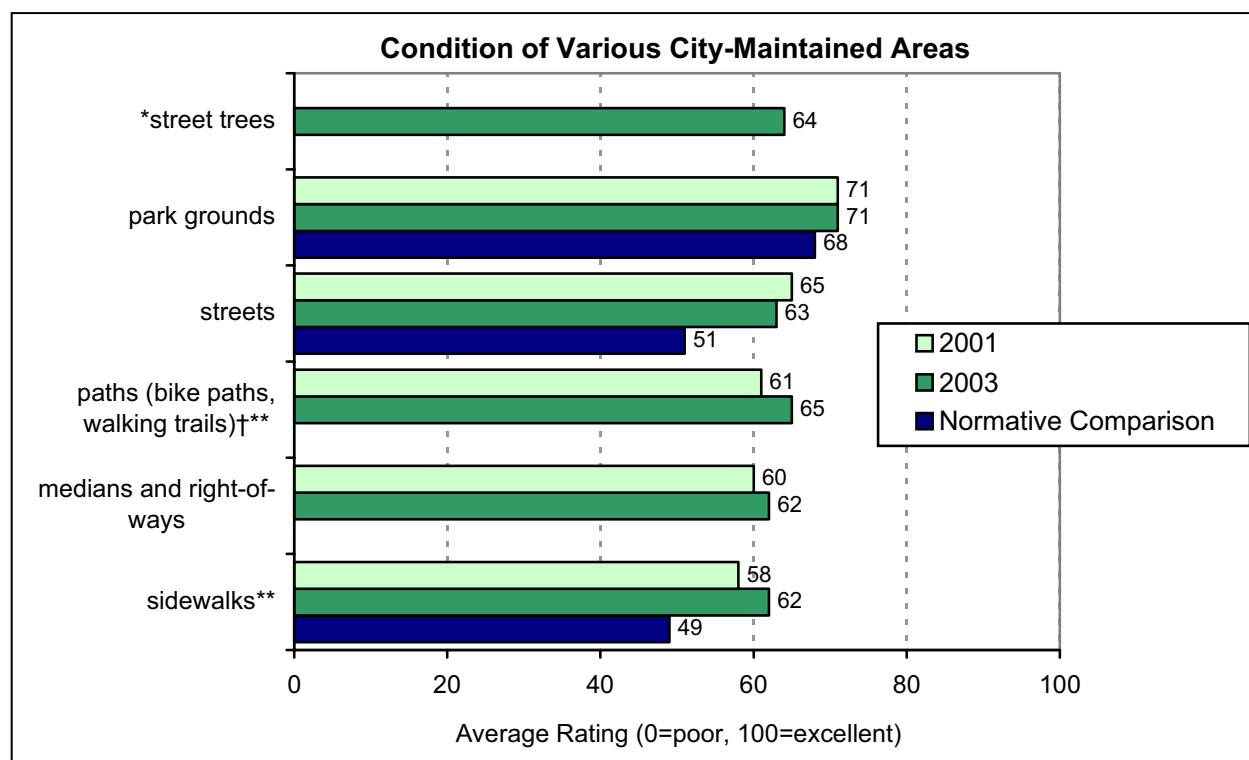
Other Services					
Please rate each of the following City services.	Percent of Respondents				
	Excellent	Good	Fair	Poor	Total
services to seniors†	34%	50%	13%	3%	100%
services to youth†	30%	52%	15%	3%	100%
appearance of City buildings	21%	59%	17%	2%	100%

†Note: More than 50% of respondents reported they did not know enough about this item to give it a rating.



Quality of Services to Special Populations and Other Services						
	City of Rockville Rating	Rank	Number of Jurisdictions for Comparison	City of Rockville Percentile	Normative Comparison	Comparison of Rockville Rating to Norm
Services to seniors	72	14	74	82%	62	above norm
Services to youth	70	7	64	91%	52	above norm
Appearance of City buildings	67	5	8	50%	72	below norm

In addition to rating services provided by the City, residents completing the questionnaire were asked their opinion about the condition of various City-maintained areas. The average ratings given by survey participants to these items ranged from 64 to 71 on a 100-point scale. Sidewalk ratings were in the 89th percentile compared to other jurisdictions across the country.



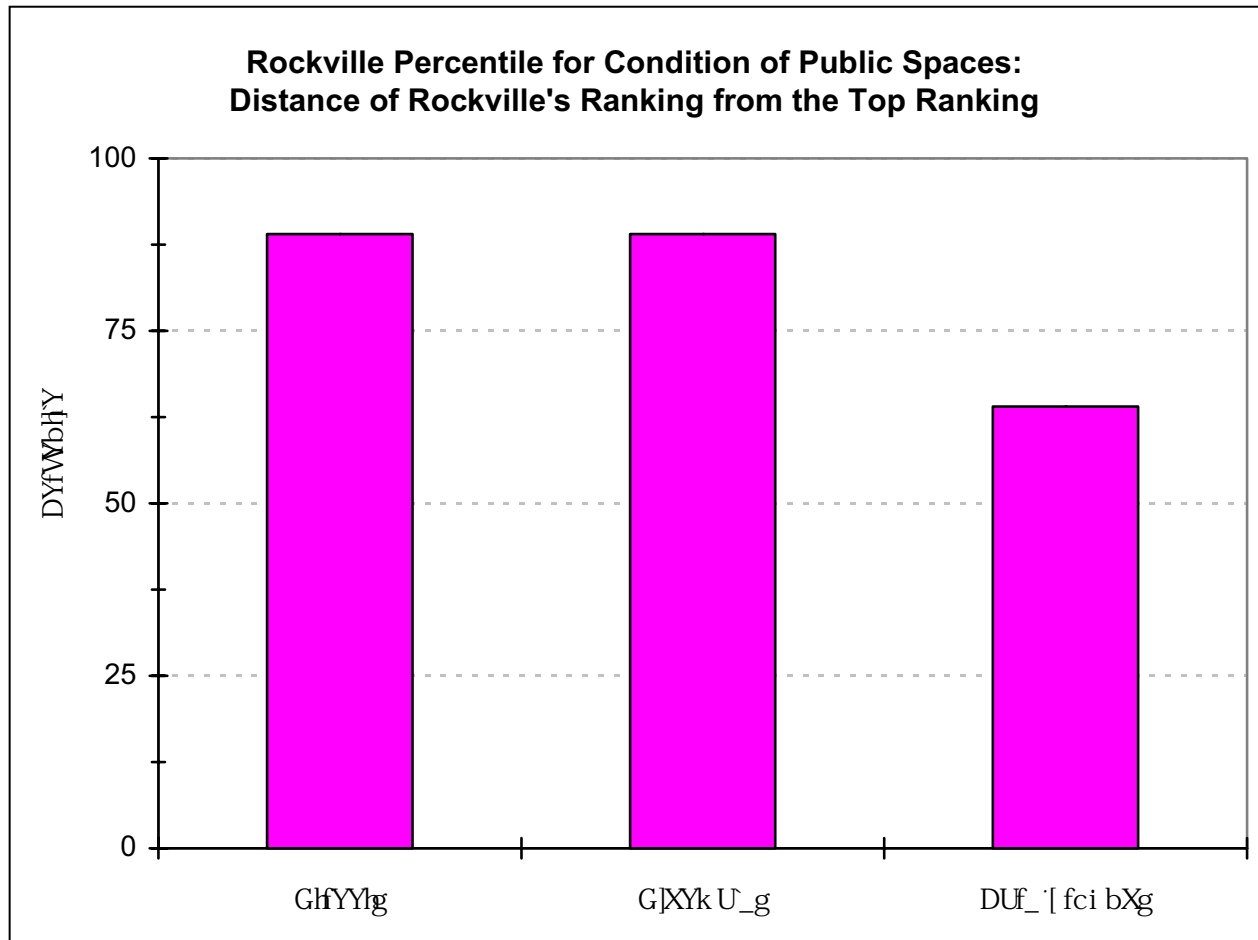
†Note: More than 20% of respondents reported they did not know enough about this item to give it a rating.

*Note: This item was not asked in 2001.

**Differences between years are statistically significant.

Condition of Various City-Maintained Areas					
Please rate the condition of each of the following within Rockville	Percent of Respondents				
	Excellent	Good	Fair	Poor	Total
park grounds	26%	62%	10%	1%	100%
paths (bike paths, walking trails)†	20%	58%	18%	4%	100%
streets	15%	62%	19%	4%	100%
medians and right-of-ways	15%	60%	23%	2%	100%
sidewalks	15%	58%	22%	4%	100%
street trees	18%	60%	17%	5%	100%

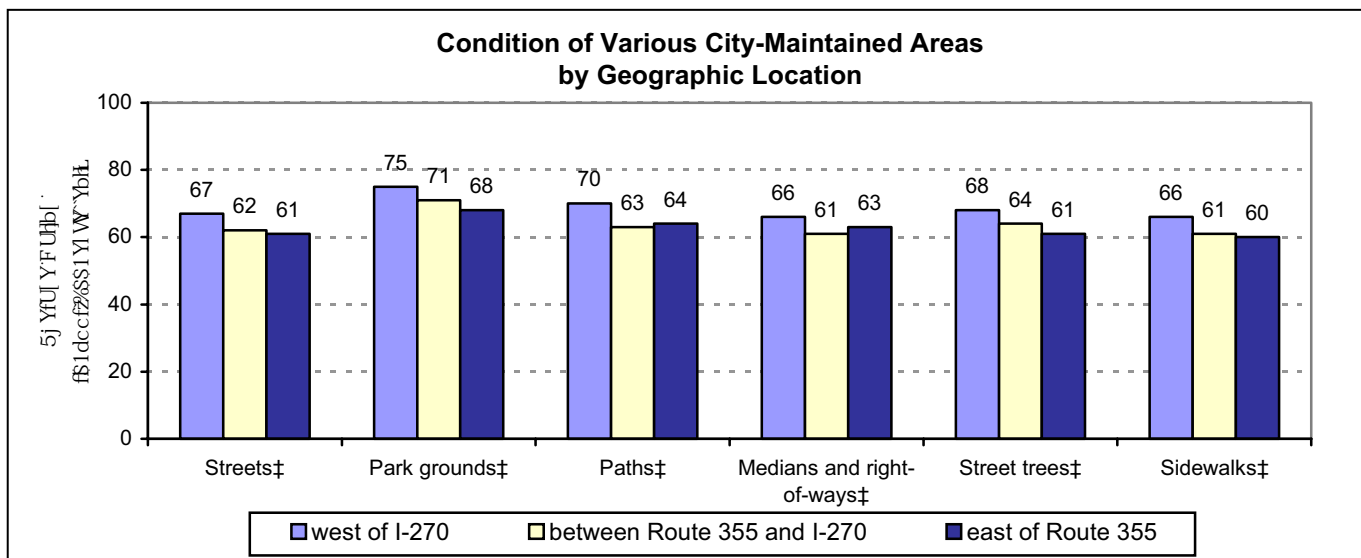
†Note: More than 20% of respondents reported they did not know enough about this item to give it a rating.



Condition of Public Spaces						
	City of Rockville Rating	Rank	Number of Jurisdictions for Comparison	City of Rockville Percentile	Normative Comparison	Comparison of Rockville Rating to Norm
Streets	63	39	184	89%	51	above norm
Sidewalks	62	7	57	89%	49	above norm
Park grounds	71	44	121	64%	68	similar to norm

Often those who lived west of I-270 gave the most positive ratings on average to services provided or conditions maintained by the City of Rockville. Few differences were observed between survey implementations in ratings given by residents in the three geographic locations. However, the snow removal ratings, which were lower overall in 2003, were noticeably lower in the western part of the city; from 77 in 2001 to 69 in 2003. Those on the eastern side also gave lower ratings; 66 in 2001 compared to 56 in 2003, while those in the middle of the city gave only somewhat lower ratings in 2003 (62) compared to 2001 (68).

Ratings of City of Rockville Services by Geographic Location						
Please rate each of the following City services.	Average Rating (100=excellent, 0=poor)					
	West of I-270		Between Route 355 and I-270		East of Route 355	
	2001	2003	2001	2003	2001	2003
refuse collection‡	82	78	71	73	76	74
recycling services‡	82	78	69	68	77	75
cost of refuse and recycling services	60	54	55	51	52	50
street repairs and maintenance‡	65	60	59	53	57	51
snow and ice removal‡	**77	**69	68	62	**66	**56
street lighting	63	60	59	59	56	55
recreational programs	75	75	74	72	72	74
the variety of recreational programs offered	75	76	72	74	72	74
range of activities available in parks and recreation facilities	71	72	67	69	67	71
accessibility of parks and recreation facilities	73	75	72	72	70	72
safety of parks and recreation facilities	71	71	69	69	62	67
City-sponsored special events	77	75	76	74	78	78
appearance of City buildings	67	67	66	65	70	69
enforcement of traffic laws	62	61	59	57	56	60
water and sewer services	71	71	66	66	67	68
utility billing (water, sewer and refuse)	66	66	61	62	60	61
services to seniors	75	71	77	72	71	74
services to youth	69	71	69	69	68	71
street sweeping‡	61	61	61	59	54	52
leaf pick-up	68	68	66	67	65	68
recreation centers	NA	75	NA	72	NA	72
athletic fields and playgrounds	NA	72	NA	69	NA	71

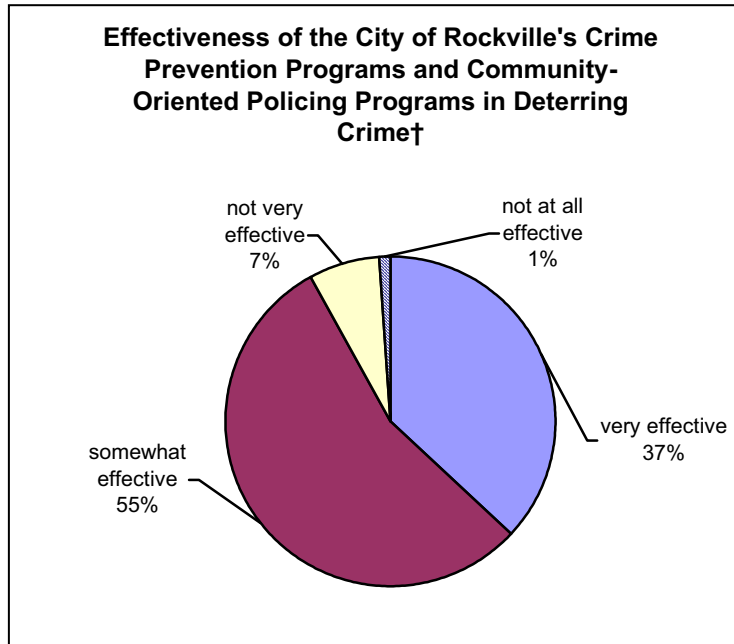


***Differences between years are statistically significant*

‡Differences between subgroups in 2003 are statistically significant.

Police Services

A series of items was included on the survey form about police services. In addition to evaluative questions, respondents were asked about their experiences with crime and with the Rockville police department.



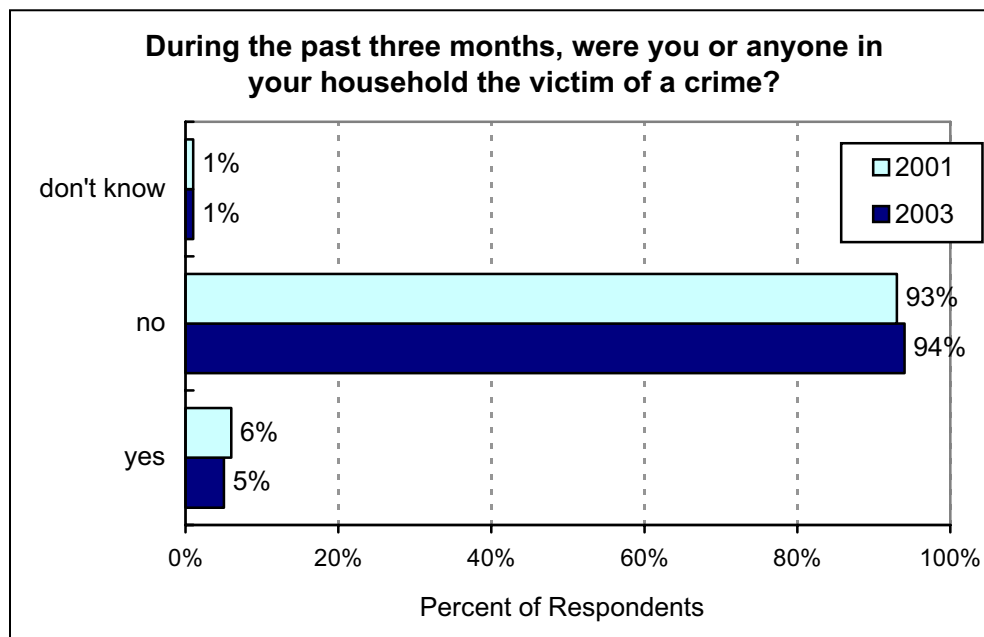
Most respondents who gave a rating (92%) felt that the crime prevention and community-oriented policing programs were “somewhat” or “very effective” in deterring crime in Rockville.

This represents a slightly higher rating for the effectiveness of these programs in 2003 than in 2001.

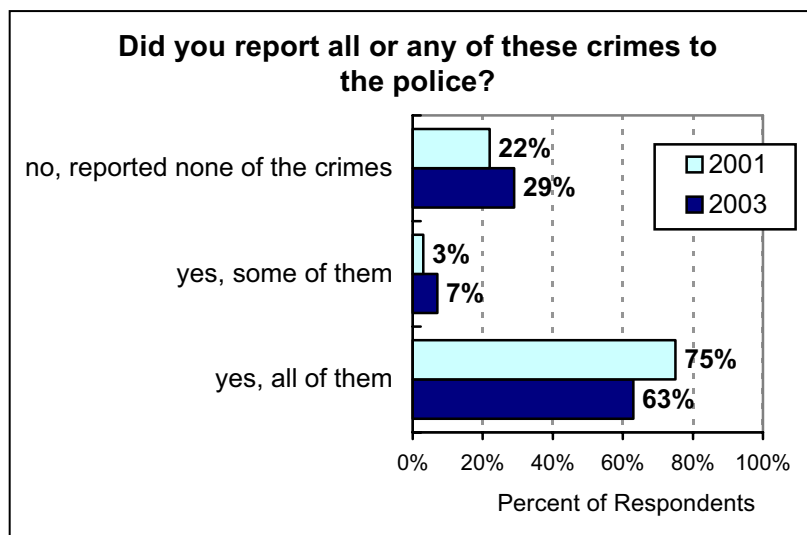
†Note: More than 20% of respondents reported they did not know enough about this item to give it a rating.

Effectiveness of the City of Rockville's Crime Prevention Programs and Community-Oriented Policing Programs in Deterring Crime					
	Percent of Respondents				
	very effective	somewhat effective	not very effective	not at all effective	Total
2001	30%	60%	8%	2%	100%
2003	37%	55%	7%	1%	100%

When questioned about their personal experience of crime, 5% of respondents reported that they themselves or someone in their household had been a victim of crime in the preceding three months. This was very similar to the crime victimization rate observed in 2001.



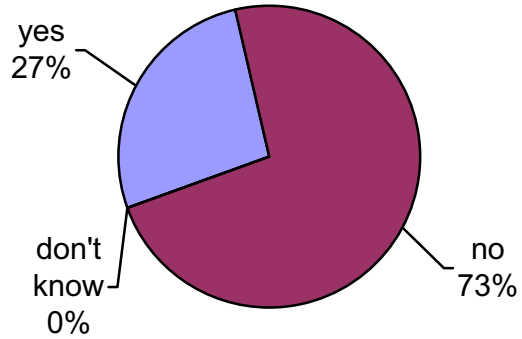
Most of those who had been a victim of a crime had reported the crime(s) to the police; 29% had not reported the crimes at all, up a bit from 2001.



Reporting Crime		
Did you report them (the crimes) to . . .	Percent of Respondents Who Reported All of the Crimes	Percent of Respondents Who Reported Some of the Crimes
Rockville City Police	70%	36%
Montgomery County Police	13%	21%
Both	12%	43%
Not Sure	4%	0%
TOTAL	100%	100%

Most of the reported crimes were reported to the Rockville Police.

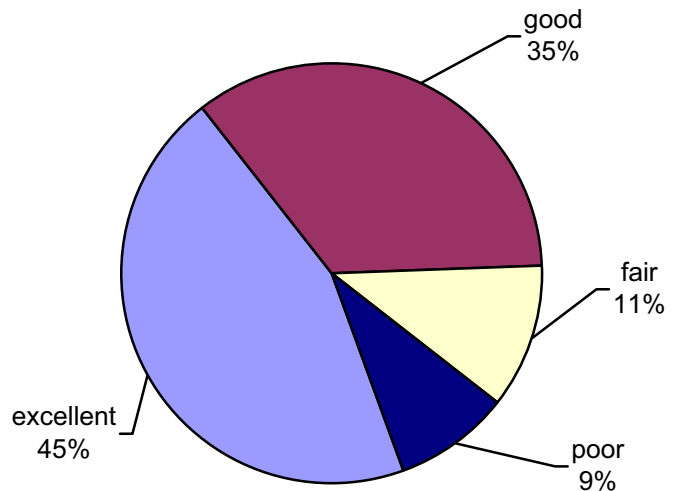
During the past 12 months, have you had any contact with the City of Rockville Police Department?

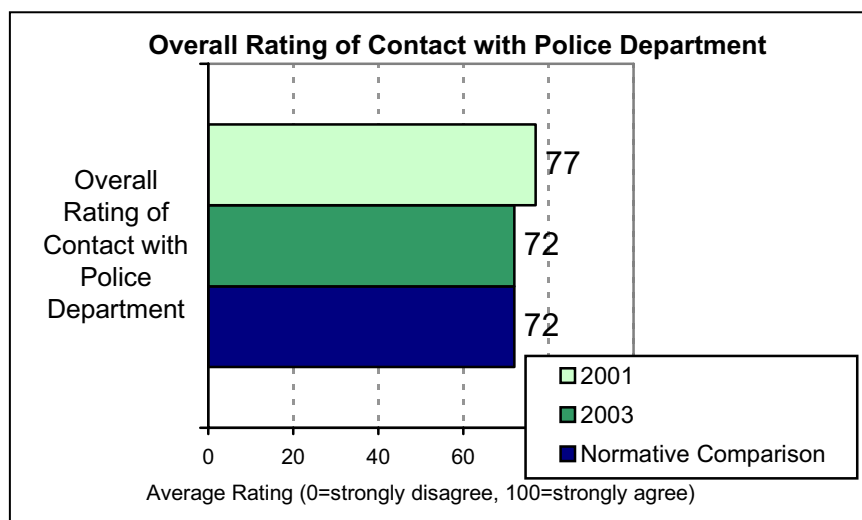


Just over a quarter of respondents said they had had contact with the City of Rockville Police Department within the last 12 months.

Nearly half of those who had been in contact with the Police Department rated the encounter as “excellent.” Only 9% thought the contact was a “poor” one.

Ratings of Overall Contact with City of Rockville Police Department



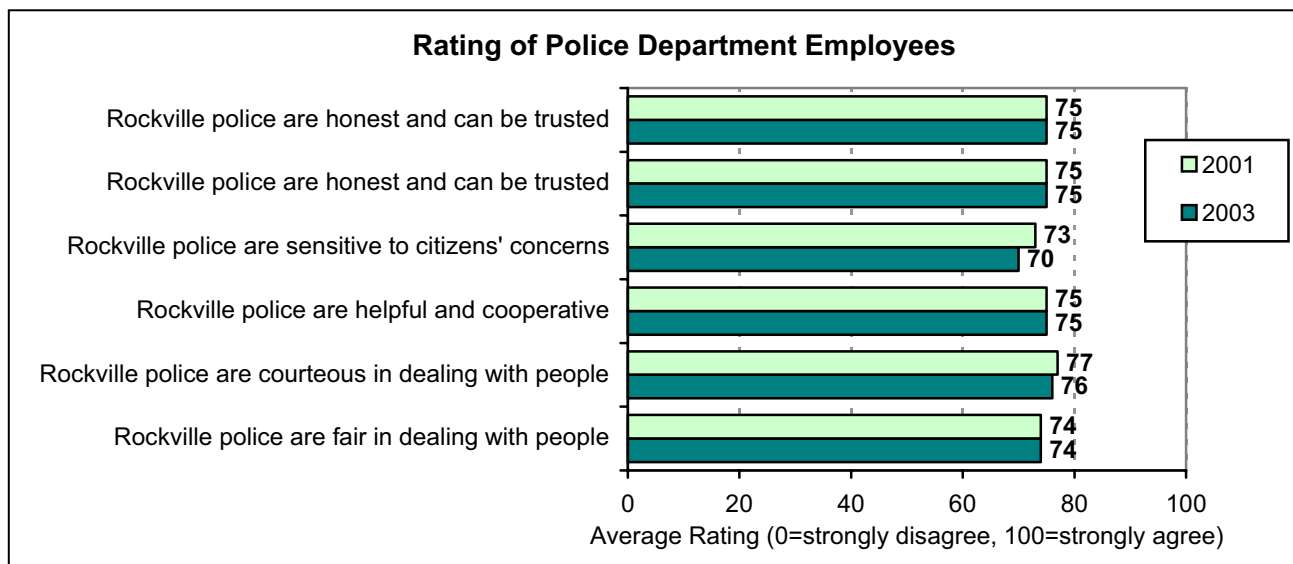


The average rating of the contact with the Police Department declined slightly from 2001 to 2003. However, ratings based on users are more volatile, as they are based on far fewer respondents because only those who have had contact or used a service are asked to give an opinion. The difference in ratings here is not statistically significant.

The rating of the contact with the Rockville police was similar to that given by respondents in other jurisdictions.

Contact with Police Department						
	City of Rockville Rating	Rank	Number of Jurisdictions for Comparison	City of Rockville Percentile	Normative Comparison	Comparison of Rockville Rating to Norm
Contact with the Police Department	72	117	228	49%	72	similar to norm

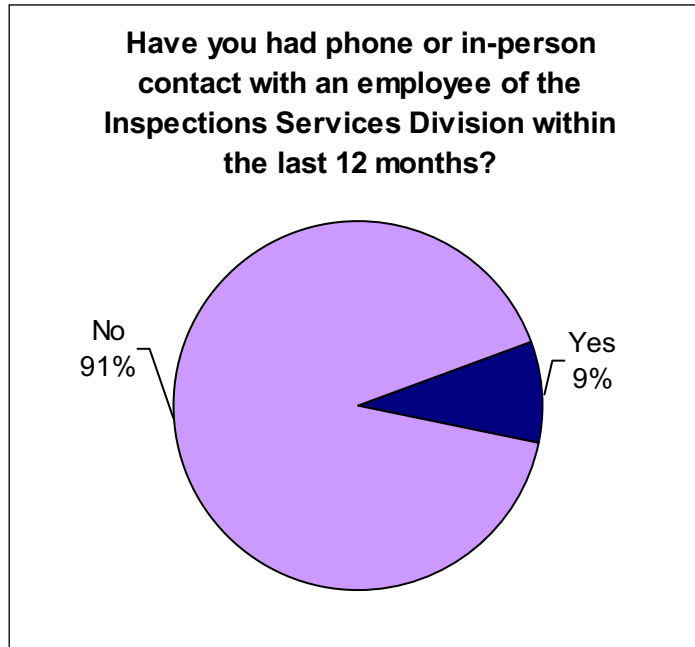
In addition to being asked about the overall encounter with the Police Department, survey respondents who had been in contact with the Rockville Police Department in the past year were asked to evaluate several specific aspects of the communication. In general, the encounters were viewed positively. Average ratings between 70 and 76 were observed for the various aspects listed on the survey.



Ratings of Rockville Police Department Employees						
Please rate to what extent you agree or disagree with each of the following statements about your contact with the Rockville police	Percent of Respondents Who Had Contact with the Rockville Police					
	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	Total
Police are courteous in dealing with people	34%	41%	15%	6%	4%	100%
Rockville's police are honest and can be trusted	36%	43%	13%	5%	2%	100%
Police are helpful and cooperative	38%	36%	17%	6%	3%	100%
Police are fair in dealing with people	35%	31%	19%	10%	5%	100%
Police are sensitive to citizen's concerns	37%	34%	23%	3%	3%	100%

Inspection Services and Building Permits

A section of the survey was devoted to learning more about residents' perceptions of the building permit process and the Inspections Services Division.



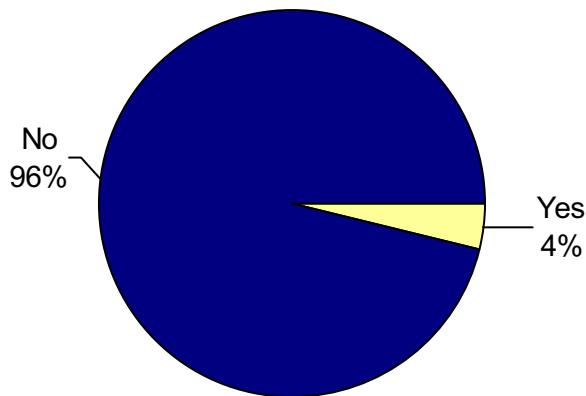
One in ten respondents had had contact with an employee of the Inspections Services Division within the last year. They were asked to rate the customer service they received.

In general, inspections services divisions employees received somewhat lower ratings than police staff or city employees in general.



Contact with Inspection Services Division Employees					
	Percent of Respondents				
	Excellent	Good	Fair	Poor	Total
How would you rate the customer service you received by phone?	28%	45%	14%	13%	100%
How would you rate the customer service you received in person?	35%	36%	17%	12%	100%

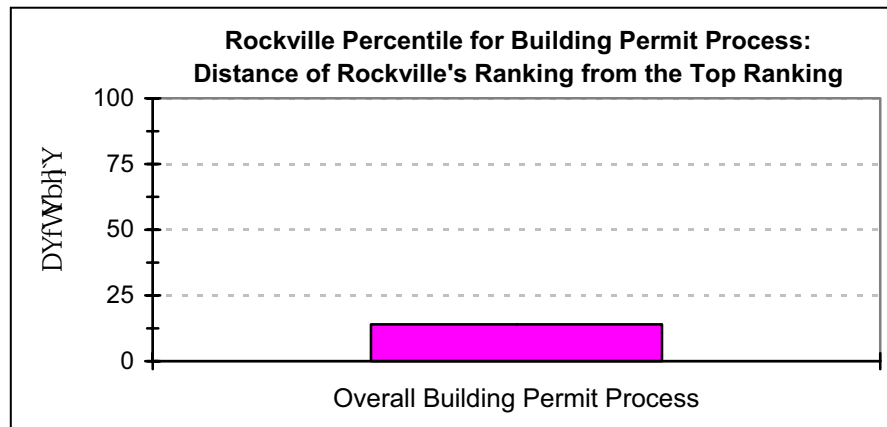
Have you applied for a building permit from the City of Rockville in the last 12 months?



A few respondents (4%) had applied for a building permit from the City of Rockville in the last year. They were asked to rate the overall building permit process. A majority of respondents felt it was “excellent” or “good,” but a greater proportion thought it was “poor” (21%) than thought it was “excellent” (11%).

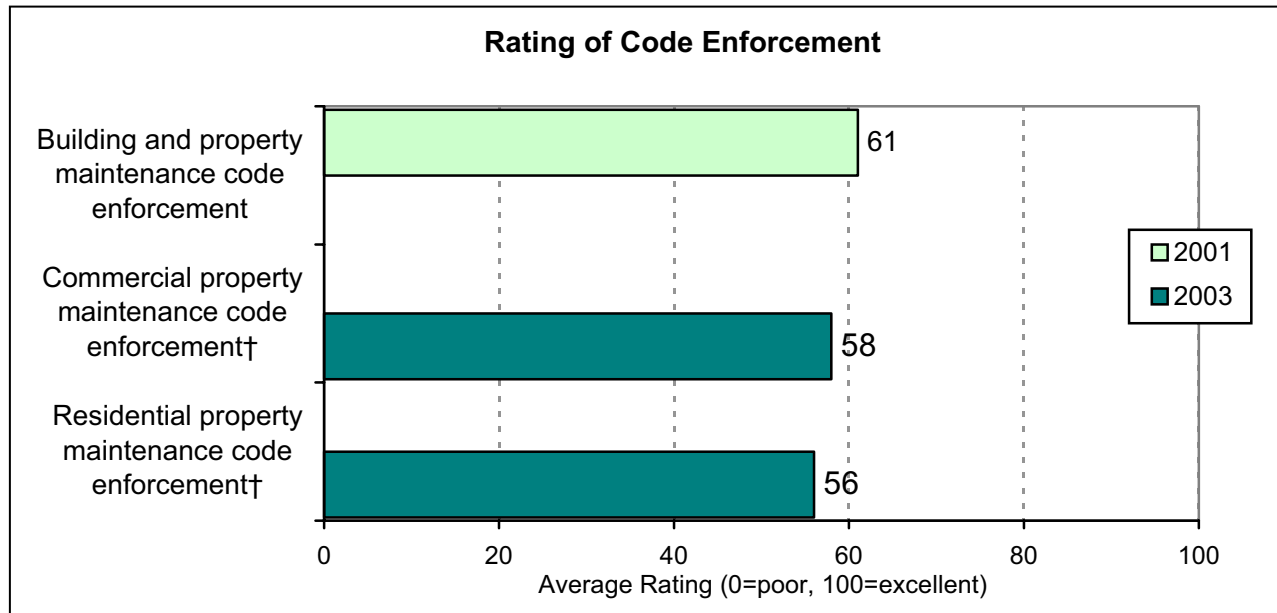
Building Permit Process					
	Percent of Respondents				
	Excellent	Good	Fair	Poor	Total
How would you rate the overall building permit process?	11%	48%	19%	21%	100%

The average rating on a 100-point scale is 50. This represents the 14% percentile when compared to the few other jurisdictions in the database who asked a similar question.



Building Permit Process						
	City of Rockville Rating	Rank	Number of Jurisdictions for Comparison	City of Rockville Percentile	Normative Comparison	Comparison of Rockville Rating to Norm
Overall Building Permit Process?	50	13	14	14%	56	below norm

In 2003, the items relating to code enforcement were tweaked to make them more useful for performance measurement. However, the 2001 item is less comparable. In 2001, survey participants were asked to rate building and property code enforcement. In 2003, those completing the questionnaire were asked to rate commercial and residential property maintenance code enforcement. Ratings were slightly lower in 2003, but within 5 points of the previous measurement.



†Note: More than 20% of respondents reported they did not know enough about this item to give it a rating.

Code Enforcement Services					
	Excellent	Good	Fair	Poor	Total
Residential property maintenance code enforcement†	14%	50%	26%	10%	100%
Commercial property maintenance code enforcement†	13%	53%	28%	6%	100%

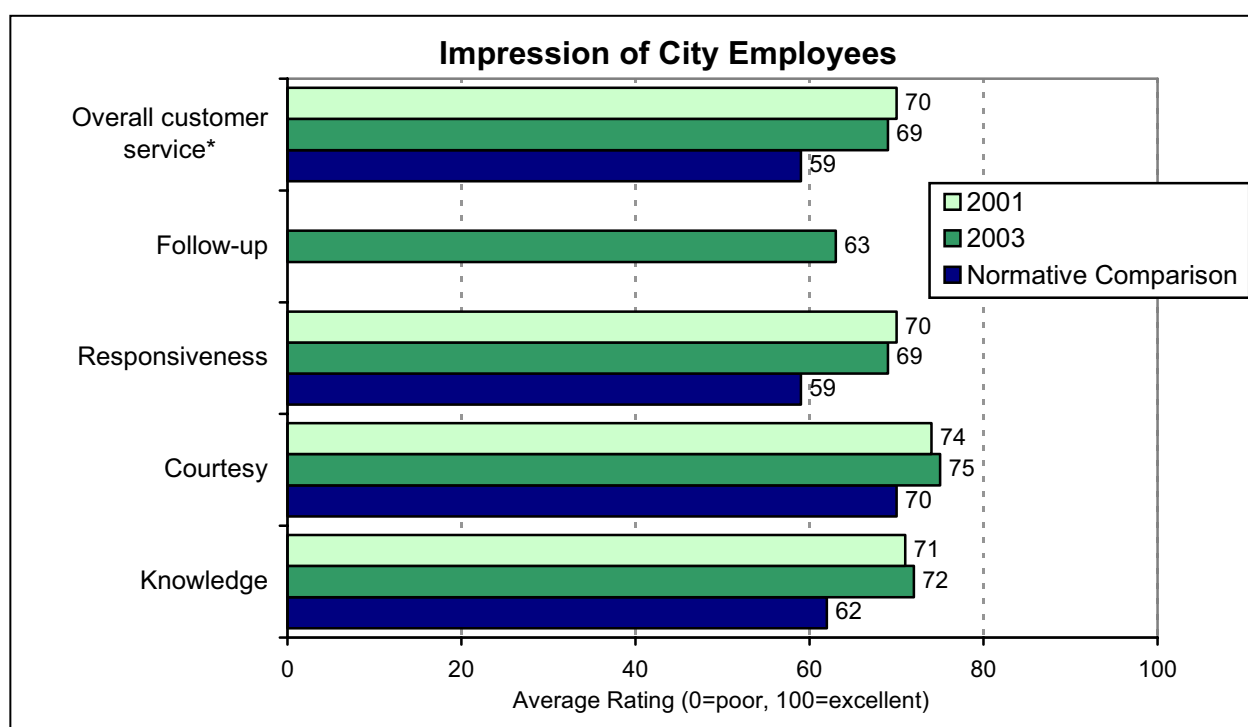
†Note: More than 20% of respondents reported they did not know enough about this item to give it a rating.

City Employees

Rockville residents completing the questionnaire were asked about their experience with City of Rockville employees. Just under half of those surveyed (47%) reported having had contact with a City of Rockville employee within the past year.

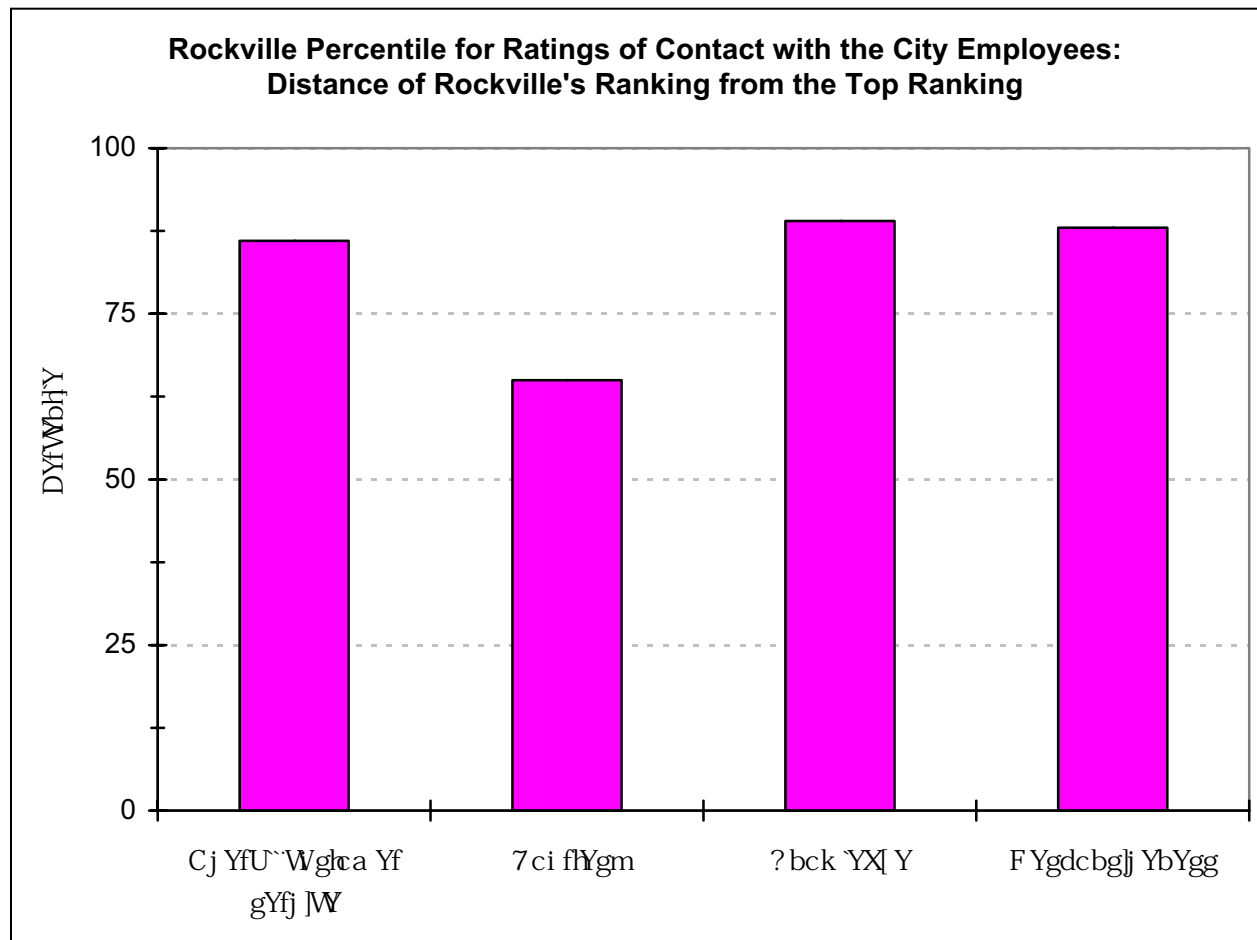
Overall, their impression of the encounter was a positive one; over three-quarters rated the customer service they received as “excellent” or “good.” Residents who had been in contact with City employees gave high marks to their courtesy, responsiveness and knowledge, with over 75% giving “excellent” or “good” ratings to these attributes.

City employees received more positive ratings on average for overall impression, knowledge, courtesy and responsiveness compared to national norms.



* In 2001, survey respondents were asked about their “overall impression.”

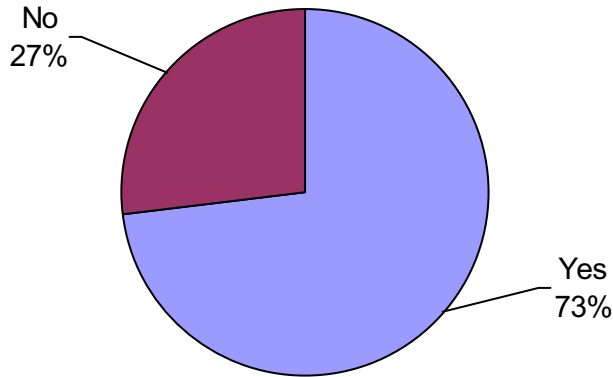
Impression of City Employees					
What was your impression of City employees in your most recent contact?	Percent of Respondents				
	Excellent	Good	Fair	Poor	Total
Knowledge	38%	44%	13%	5%	100%
Courtesy	45%	40%	10%	5%	100%
Responsiveness	41%	35%	15%	10%	100%
Follow-up	35%	34%	16%	15%	100%
Overall customer service	37%	41%	15%	7%	100%



Impression of City Employee						
	City of Rockville Rating	Rank	Number of Jurisdictions for Comparison	City of Rockville Percentile	Normative Comparison	Comparison of Rockville Rating to Norm
Overall customer service	69	13	87	86%	59	above norm
Courtesy	75	16	43	65%	70	above norm
Knowledge	72	7	56	89%	62	above norm
Responsiveness	69	9	68	88%	59	above norm

Town Center

Are you aware of the City's plans to redevelop the Town Center?



A couple questions were included on the survey about Town Center, to gauge awareness of the project, and to gather feedback on one element of the plan.

Almost three-quarters of respondents said they had known of the City's plan to redevelop the Town Center.

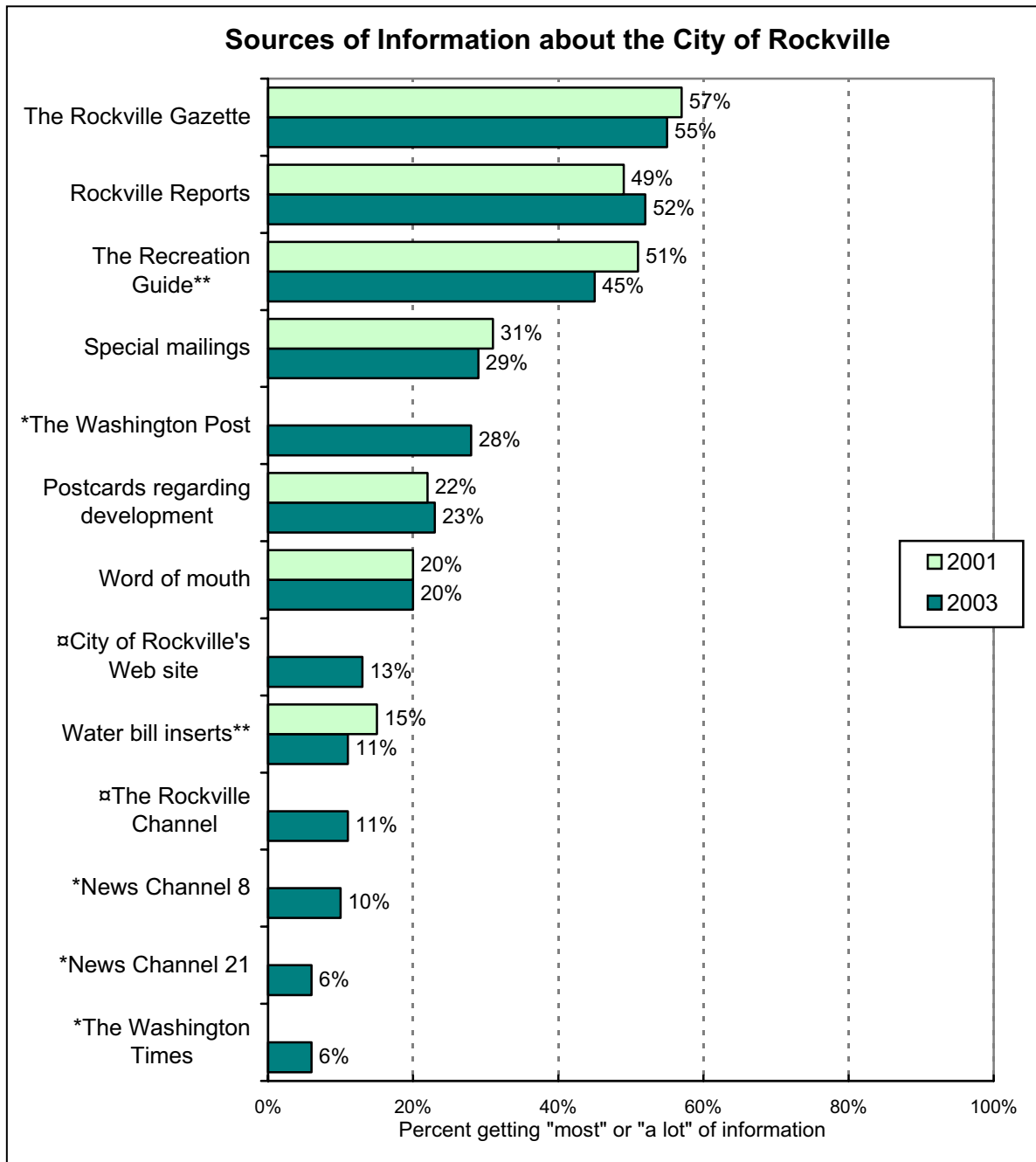
When asked what they thought of the proposed housing ratio of half owner-occupied and half renter-occupied, almost a quarter didn't know enough to give an opinion. Just over 40% thought the proposed ratio sounded about right. Another 28% thought it was too much renter-occupied. Only a small proportion (3%) thought the balance came down too much on the owner-occupied side.

Town Center Ratio

Currently it is proposed that the housing in Town Center will be 50% owner-occupied and 50% renter-occupied. How do you feel about this ratio of owner-occupied to renter-occupied housing?	Too much owner-occupied	About right	Too much renter-occupied	Don't know	Total
Do you think it is...	3%	42%	28%	28%	100%

Communications Outreach

Survey respondents were asked how much information they obtained about the City of Rockville from various media. *The Rockville Gazette* was the most commonly used source of information, with 55% reporting they get “most” or “a lot” of their information about the City of Rockville from this newspaper. The Recreation Guide and *Rockville Reports* were used by about half of respondents. Close to 30% said they got information from special mailings from Rockville’s City government.

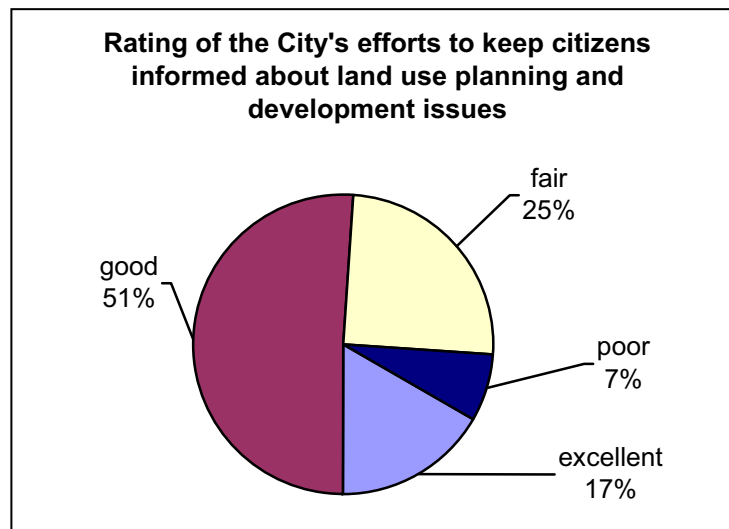


*Note: these items were not included in 2001.

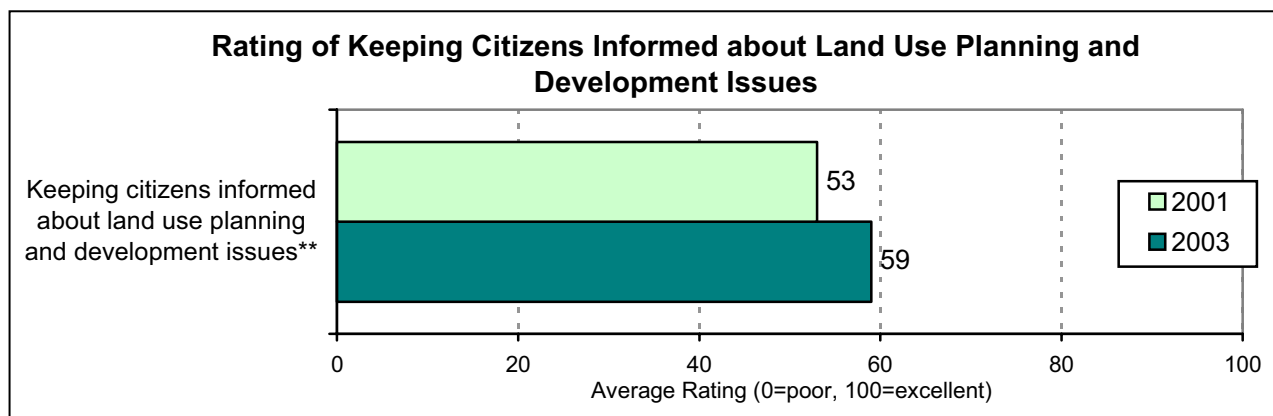
□Note: these items were not included in the list in 2001, but were each included in a separate set of questions related to these topics, and only those who had visited or viewed these sources were asked the question. Because of the difference in how the question was posed, comparisons to 2001 are not shown.

**Differences between years are statistically significant.

Sources of Information					
How much information do you get about the City of Rockville from each of the following sources?	Percent of Respondents				
	Most	A Lot	Some	None	Total
<i>The Rockville Gazette</i>	26%	29%	24%	21%	100%
<i>Rockville Reports</i>	27%	25%	32%	15%	100%
The Recreation Guide, the publication produced by the City of Rockville's Recreation and Parks Department	14%	31%	41%	14%	100%
Special mailings from the City of Rockville	7%	22%	48%	23%	100%
Postcards from the City of Rockville regarding nearby development	6%	17%	34%	43%	100%
"Word of mouth"	5%	15%	52%	29%	100%
The City of Rockville's Web site	3%	10%	34%	53%	100%
The Rockville Channel	2%	9%	33%	56%	100%
Water bill inserts	3%	7%	38%	52%	100%
<i>The Washington Post</i>	11%	17%	42%	30%	100%
<i>The Washington Times</i>	2%	4%	11%	83%	100%
News Channel 21	1%	4%	19%	75%	100%
News Channel 8	3%	7%	26%	63%	100%



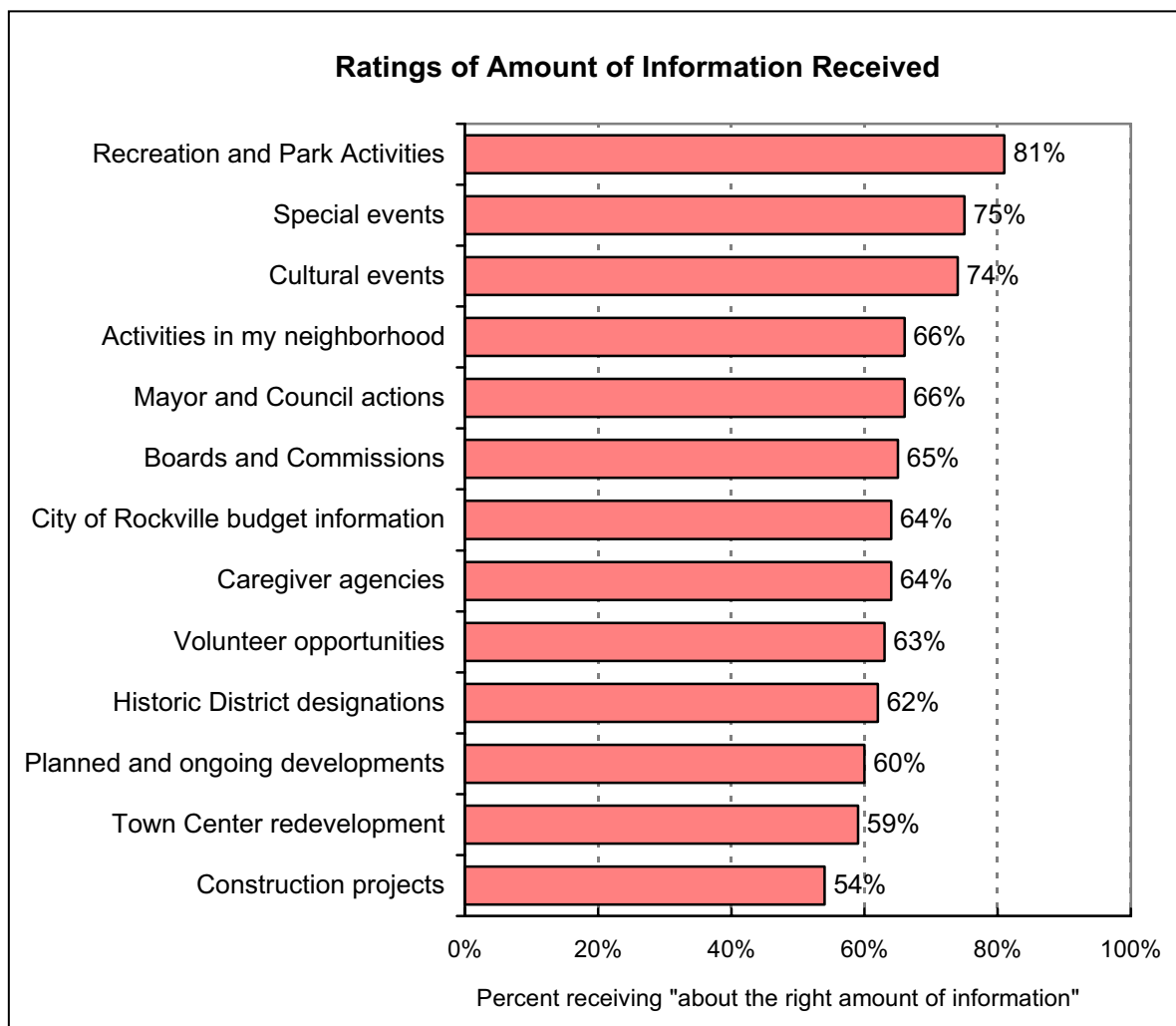
Those completing the survey were asked how well they thought the City was doing in keeping citizens informed about land use planning and development issues. Close to half (51%) rated the City's information efforts as "good," while another 17% rated them as "excellent." These ratings represent a small but statistically significant increase from 2001.



***Differences between years are statistically significant*

Those completing the survey were asked to how they felt about the amount of information they receive from the City of Rockville on a variety of topics. More than half answering each question felt they received about the right amount of information. The three items for which the lowest ratings were given were related to construction and development:

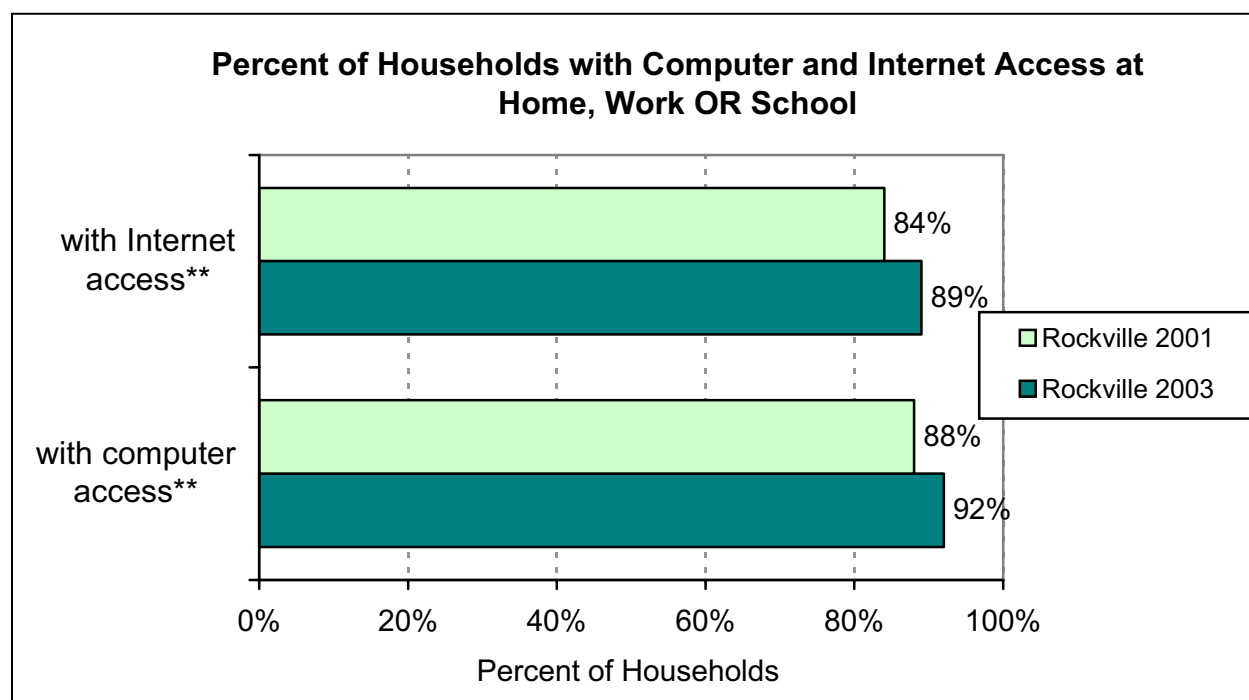
- planned and ongoing developments (60%),
- Town Center redevelopment (59%), and
- construction projects (54%).



Computer, Internet and Cable Television Access

Respondents were queried about their access to a computer and the Internet. A large majority (88%) of those participating in the survey said they had a computer at home. Three-quarters reported having access to the Internet at home. Similar proportions also have computer and Internet access at their place of work. Almost half of Rockville households have access through a school. Over 90% of households have computer access at one of these sites, and almost 90% have Internet access. This represents a gain of about an additional 4% to 5% of households since the previous survey was conducted.

Computer and Internet Access			
Do you have access to a computer at . . .	Percent of Respondents		
	yes	no	Total
Home	88%	12%	100%
with access to the Internet	84%	16%	100%
School	46%	54%	100%
with access to the Internet	44%	56%	100%
Work	87%	13%	100%
with access to the Internet	82%	18%	100%
home, school or work	92%	8%	100%
with access to the Internet	89%	11%	100%



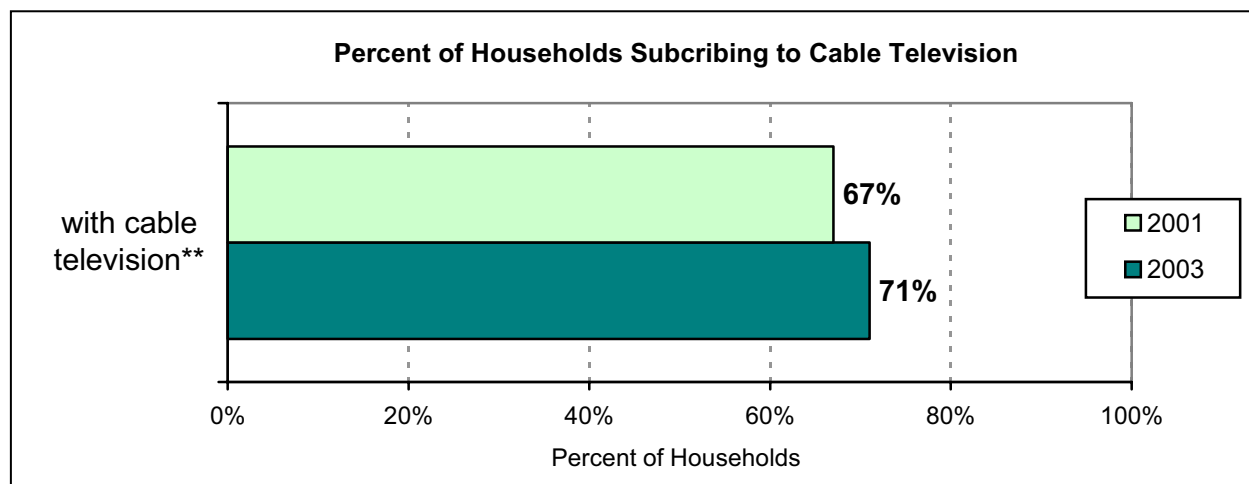
***Differences between years are statistically significant*

Internet access status was examined by several respondent characteristics. A “digital divide” exists in Rockville, along age and income lines. Over 90% of those less than 55 years old have access to the Internet compared to 66% of those over 55. Less than half of those whose household income is under \$25,000 have Internet access. Access rates climb with income. There are some differences by race, but none by ethnicity (Hispanic or non-Hispanic).

Internet Access by Age, Race and Household Income	
Internet Access at Home, School OR Work by . . .	Percent of Respondents with Internet Access
Age‡	
18-34	95%
35-54	91%
55+	66%
Ethnicity	
Non-Hispanic	85%
Hispanic	85%
Race	
Asian/ Pacific Islander	88%
Non-Hispanic White	84%
Other	81%
Household Income‡	
Less than \$25,000	46%
\$25,000 to \$49,999	79%
\$50,000 to \$99,999	88%
\$100,000 to \$199,999	95%
\$200,000 or more	97%

‡Differences between subgroups are statistically significant.

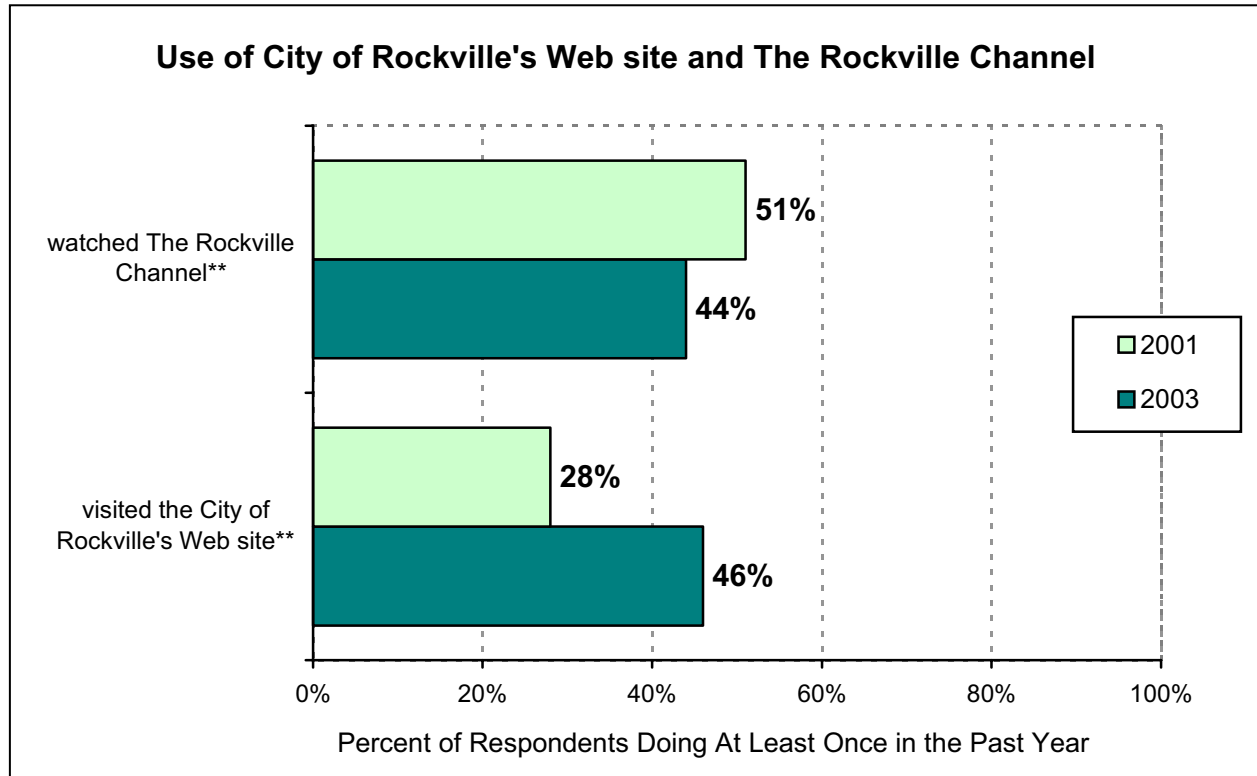
The proportion of households subscribing to cable television has also increase slightly since 2001.



**Differences between years are statistically significant

The City of Rockville's Web Site and The Rockville Channel

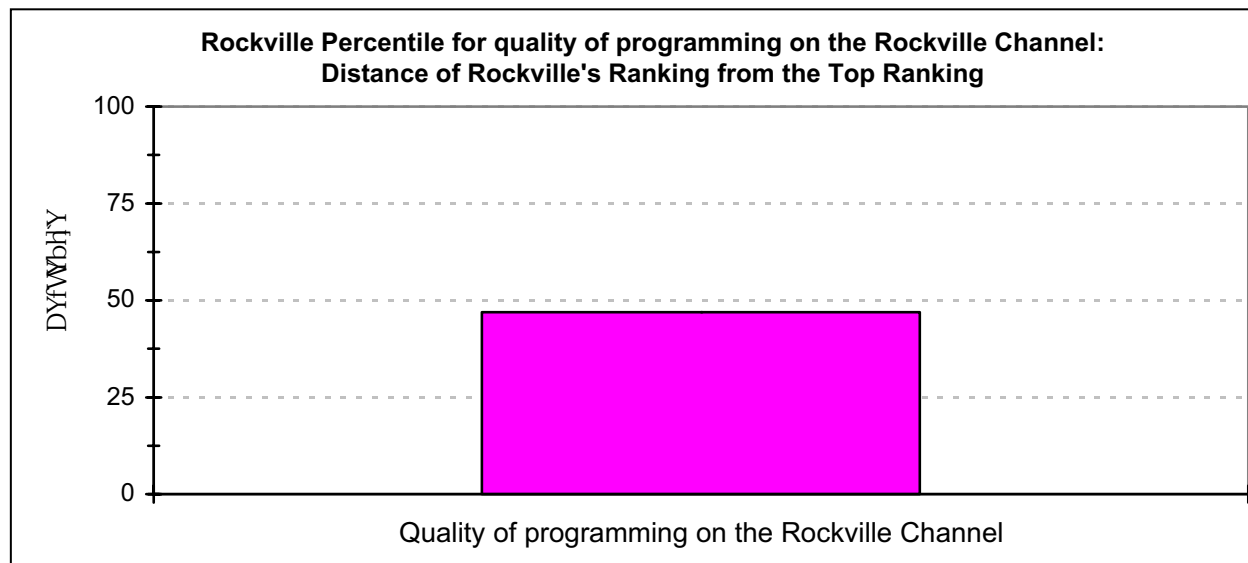
A few questions were included to assess what proportion of residents use the Internet and cable television to get information from or interact with the City of Rockville. The proportion who watched The Rockville Channel at least once in the last year decreased from 2001 to 2003, but the proportion who visited the City of Rockville's Web site in the last year increased, from 28% in 2001 to 46% in 2003.



***Differences between years are statistically significant*

Use of Communication Media						
In the last 12 months, about how many times, if ever, have you done the following things?	Percent of Respondents					
	Never	Less than 12 times	1 to 3 times a month	1 to 6 times a month	Daily	Total
Visited the City of Rockville web site	54%	37%	8%	1%	0%	100%
Watched a Rockville Mayor and Council meeting and or programming on The Rockville Channel, the City of Rockville's official government cable television channel	56%	34%	8%	2%	0%	100%

All respondents were asked to evaluate the quality of programming on The Rockville Channel. The average rating was 56 on a 100-point scale. This is similar to the national norm for this service.



Quality of Programming on The Rockville Channel						
	City of Rockville Rating	Rank	Number of Jurisdictions for Comparison	City of Rockville Percentile	Normative Comparison	Comparison of Rockville Rating to Norm
Quality of programming on the Rockville Channel†	56	10	17	47%	57	similar to norm

†Note: More than 20% of respondents reported they did not know enough about this item to give it a rating.

The Rockville Channel					
	Excellent	Good	Fair	Poor	Total
Quality of programming on the Rockville Channel, the City of Rockville's official government cable television channel†	13%	49%	32%	6%	100%

†Note: More than 20% of respondents reported they did not know enough about this item to give it a rating.

Survey participants were asked what types of services they would use, if they were provided through the City's Web site. Eighty percent said they would like to view computerized maps. Over half would want to apply for permits and licenses. Over a third would pay water bills, or pay parking tickets.

Potential Web Services	
Which of the following services would you use, if provided through the City's Web site?	Percent of Respondents*
<i>Conducting business with the City:</i>	
apply for permits and licenses	53%
pay water bills	42%
pay parking tickets	38%
other	10%
<i>Seeking information about the City:</i>	
computerized maps	80%
opportunities to do business with the City	33%
other	11%

**Percents add to more than 100%, as respondents could give more than one answer.*

In Conclusion

Residents Continue to Give High Ratings to Quality of Life in Rockville

- Ø Quality of life in the City of Rockville was rated very positively by Rockville residents; The average rating given to quality of life in Rockville was 74 on a 100-point scale, about the same as in 2001, and significantly higher than the national norm.
- Ø Many of the characteristics of Rockville were given positive ratings. The characteristics given higher than average ratings (compared to national data) were:
 - Sense of community,
 - Openness & acceptance,
 - Shopping opportunities,
 - Opportunities to attend cultural activities,
 - Ease of travel in Rockville by car,
 - Ease of travel in Rockville by transit, and
 - Ease of travel in Rockville by walking.
- Ø Residents feel very safe in their neighborhoods and the business areas of the community during the day. Even at night, only 22% feel unsafe walking alone in business areas, and 15% feel unsafe in their neighborhoods after dark.

Rockville is an Active and “Wired” Community

- Ø Four in five Rockville households participating in the survey reported using a Rockville park at least once in the last 12 months.
- Ø About two-thirds had attended at least one of the City-sponsored events, such as Hometown Holidays or Spirit of Rockville.
- Ø Just over half had used a Rockville recreation center in the past year, and 41% had participated in a Rockville recreation program.
- Ø Most Rockville residents have access to computers and the Internet. 92% of adult residents have access to a computer at home, work or school, and 89% have access to the Internet through at least one of these sites.
- Ø According to the report *A Nation Online: How Americans Are Expanding Their Use Of The Internet* published by NTIA and the Economics and Statistics Administration,¹ in 2001 57% of US households had computer access, compared to 82% of Rockville residents in 2001. According to this same report, 51% of households had access to the Internet, compared to 74% of Rockville residents in 2001.

¹ This report is based on the September 2001 U.S. Census Bureau's Current Population Survey - a survey of approximately 57,000 households and more than 137,000 individuals across the United States. It can be found at <http://www.ntia.doc.gov/ntiahome/dn/index.html>. This is the most recent report available. It is unknown when it will next be updated.

The City's Publications are an Important Source of Information about Rockville

- Ø While *The Rockville Gazette* was residents' most frequently cited source of news about Rockville (55%), about half of respondents said they obtain information about the City from The Recreation Guide and *Rockville Reports*, the City's newsletter.

Rockville Residents Give High Marks to City Government and Services

- Ø Rockville residents gave more positive ratings than the national norms to items related to public trust. These were:
 - I receive good value for the City taxes I pay,
 - The City of Rockville government welcomes citizen involvement, and
 - I am pleased with the overall direction that the City of Rockville is taking.
- Ø Many of the City services evaluated by survey respondents received significantly higher ratings by Rockville residents compared to national norms. These included:
 - Leaf pick-up,
 - Water and sewer services,
 - Refuse collection,
 - Recycling services,
 - Utility billing,
 - Recreational programs,
 - Recreation centers,
 - Range of activities in parks and rec. facilities,
 - Accessibility of parks and rec. facilities,
 - Services to seniors, and
 - Services to youth

In general, residents on the west side of town tend to have more positive opinions about the community than residents east of Route 355.

- Ø For many City services and community characteristics, including many of the quality of life ratings, several of the community characteristics, and most of the "problem" items, residents east of Route 355 had less positive ratings on average than did those west of Route 355, or west of I-270.
- Ø There were a couple exceptions to this pattern; those living on the east side of town gave more positive ratings than those on the west to:
 - opportunities to attend cultural or arts events,
 - ease of travel in Rockville by transit.
 - ease of travel in Rockville by walking, and
 - tap water quality.

Appendix I: Frequency of Survey Responses

This section contains the complete frequency of responses to the survey questions, including “don’t know” and “refused” responses. In some cases, these responses were eliminated from analyses in the body of the report. Most of the analyses in the body of the report were for respondents who had an opinion. Eliminating “don’t know” responses allows for easier comparison between evaluative responses.

Question 1: Quality of Life					
Please rate your quality of life in Rockville.	Excellent	Good	Fair	Poor	Total
Overall, how would you describe the quality of life in the City of Rockville?	29%	64%	7%	0%	100%
How do you rate the overall quality your neighborhood?	34%	53%	11%	1%	100%
How do you rate Rockville as a place to raise children?	29%	57%	13%	1%	100%
How do you rate Rockville as a place to retire?	13%	42%	33%	11%	100%

Question 2: Community Characteristics						
Please rate each of the following characteristics of Rockville.	Excellent	Good	Fair	Poor	Don't know	Total
Sense of community	15%	53%	22%	4%	5%	100%
Overall appearance of Rockville	16%	58%	23%	3%	0%	100%
Opportunities to attend cultural or arts events	21%	48%	22%	4%	6%	100%
Shopping opportunities	39%	41%	15%	5%	0%	100%
Openness and acceptance of the community toward people of diverse backgrounds	25%	49%	16%	2%	8%	100%
Access to buildings and services for individuals with disabilities	17%	38%	10%	3%	34%	100%
Access to affordable quality housing	5%	27%	31%	22%	16%	100%
Ease of travel in Rockville by bicycle	7%	23%	26%	15%	29%	100%
Ease of travel in Rockville by walking	12%	40%	28%	13%	7%	100%
Ease of travel in Rockville by transit	20%	46%	18%	5%	12%	100%
Ease of travel in Rockville by car	18%	46%	25%	10%	1%	100%
Architectural character	9%	47%	33%	10%	1%	100%
Quality of new residential development	12%	40%	21%	9%	18%	100%
Quality of new commercial development	11%	41%	24%	8%	16%	100%
Tap water quality	13%	47%	23%	13%	4%	100%

Question 3: Safety of Street Crossings	
	How safe do you feel crossing the street in Rockville?
Very safe	10%
Reasonably safe	46%
Somewhat safe	23%
Somewhat unsafe	13%
Very unsafe	6%
Don't know	1%
Total	100%

Question 4: Reasons for Living in Rockville	
Why did you choose to live in Rockville?	Percent of Respondents*
My job was here (or near by)	54%
It's close to Washington, D.C.	46%
Safe community	40%
The community's amenities	40%
Access to public transportation	38%
Good schools	31%
Attractive community	29%
Quiet area	24%
My family lives here	20%
Diversity of people	17%
Progressive community	16%
I was born/raised here	10%
Historic community	8%
Other	12%

*Percents may add to more than 100% as respondents could give more than one answer.

Question 5: Neighborhood Problems						
Please rate how much of a problem each of the following is in your neighborhood.	Not at a problem	Minor problem	Moderate problem	Major problem	Extreme problem	Total
Traffic	24%	24%	27%	18%	6%	100%
Crime	36%	44%	17%	2%	0%	100%
Overgrown grass	65%	28%	6%	2%	0%	100%
Weed lots	69%	23%	6%	2%	0%	100%
Graffiti	74%	20%	5%	1%	0%	100%
Cut-through traffic	39%	31%	18%	9%	4%	100%
Run down houses and buildings	63%	26%	8%	1%	1%	100%
Oversized vehicles and trailers parked on street	56%	27%	11%	4%	3%	100%

Question 6: Safety							
How safe do you feel . . .	Very safe	Reasonably safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know	Total
Walking alone in your neighborhood during the day	66%	27%	4%	2%	1%	0%	100%
Walking alone in your neighborhood after dark	19%	43%	20%	11%	3%	3%	100%
Walking alone in business areas during the day	54%	34%	7%	2%	0%	3%	100%
Walking alone in business areas after dark	9%	36%	26%	15%	5%	8%	100%

Question 7: Frequency of Use							
In the last 12 months, about how many times have you or other household members done the following things?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Don't know	Total
Used a Rockville park	20%	28%	27%	10%	14%	1%	100%
Used a Rockville recreation center	42%	22%	19%	7%	8%	2%	100%
Participated in a Rockville recreation program	61%	19%	11%	3%	4%	1%	100%
Registered for a Rockville recreation class using Rock Enroll	80%	11%	7%	1%	0%	2%	100%
Attended a City-sponsored event	35%	36%	24%	4%	2%	0%	100%

Question 8: Effectiveness of Crime Prevention Programs	
	How effective do you believe the City of Rockville's crime prevention programs and community-oriented policing programs are in deterring crime?
Very effective	25%
Somewhat effective	37%
Not very effective	4%
Not at all effective	1%
Don't know	33%
Total	100%

Question 9: Crime Victimization	
	During the past three months, were you or anyone in your household the victim of any crime?
Yes	5%
No	94%
Don't know	1%
Total	100%

Question 10: Reporting of Crimes	
	Did you report all or any of these crimes to the police?
Yes, all of them	63%
Yes some of them	7%
No, reported none of them	29%
Total	100%

Question 10a: Authority to Which Crimes Were Reported When All Were Reported	
	If reported all, did you report them to:
Rockville police	70%
Montgomery police	13%
Both	12%
Not sure	4%
Total	100%

Question 10b: Authority to Which Crimes Were Reported When Some Were Reported	
	If reported some, did you report them to:
Rockville police	36%
Montgomery police	21%
Both	43%
Total	100%

Question 11: Contact With Rockville Police Department	
	During the past 12 months, have you had any contact with the City of Rockville Police Department
Yes	27%
No	73%
Don't know	0%
Total	100%

Question 12: Quality of Contact With Police Department	
	Overall, how would you rate your contact with the City of Rockville Police Department?
Excellent	45%
Good	35%
Fair	11%
Poor	9%
Total	100%

Question 13: Quality of Aspects of Contact With Police Department							
Please rate to what extent you agree or disagree with each of the following statements about your contact with the Rockville police.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Total
Rockville police are fair in dealing with people	31%	37%	13%	5%	3%	11%	100%
Rockville police are courteous in dealing with people	35%	42%	13%	5%	2%	3%	100%
Rockville police are helpful and cooperative	36%	35%	16%	6%	3%	4%	100%
Rockville police are sensitive to citizens' concerns	31%	27%	17%	9%	4%	13%	100%
Rockville police are honest and can be trusted	32%	29%	20%	3%	3%	14%	100%

Question 14: Quality of City Services						
Please rate each of the following City services.	Excellent	Good	Fair	Poor	Don't know	Total
Refuse collection	36%	36%	11%	3%	13%	100%
Recycling services	36%	36%	13%	6%	10%	100%
Leaf pick-up	24%	39%	13%	5%	19%	100%
Cost of refuse and recycling services	8%	30%	24%	8%	29%	100%
Street repairs and maintenance	13%	44%	30%	10%	4%	100%
Snow and ice removal	27%	41%	21%	10%	1%	100%
Street sweeping	13%	42%	20%	7%	17%	100%
Street lighting	15%	52%	23%	8%	2%	100%
Residential property maintenance code enforcement	9%	33%	18%	6%	33%	100%
Commercial property maintenance code enforcement	7%	27%	15%	3%	48%	100%
Recreational programs	25%	40%	9%	1%	26%	100%
The variety of recreational programs offered	27%	34%	8%	1%	29%	100%
Recreation centers	23%	38%	9%	1%	29%	100%
Athletic fields and playgrounds	23%	43%	12%	2%	20%	100%
Range of activities available in parks and recreation centers and facilities	23%	41%	11%	2%	23%	100%
Accessibility of parks and recreation centers and facilities	28%	45%	10%	2%	15%	100%
Safety of parks and recreation centers and facilities	20%	44%	12%	2%	23%	100%
City-sponsored special events	30%	40%	8%	1%	21%	100%
Appearance of City buildings	21%	57%	17%	2%	3%	100%
Enforcement of traffic laws	13%	48%	19%	8%	12%	100%
Water and sewer services	23%	51%	14%	3%	10%	100%
Utility billing	17%	43%	19%	4%	16%	100%
Services to seniors	16%	23%	6%	1%	54%	100%
Services to youth	15%	26%	7%	1%	51%	100%
Quality of programming on the Rockville Channel, the City of Rockville's official government cable television channel	6%	23%	15%	3%	53%	100%

Question 15: Condition of Public Areas						
Please rate the condition of each of the following within Rockville	Excellent	Good	Fair	Poor	Don't know	Total
Streets	15%	62%	19%	4%	0%	100%
Park grounds	23%	55%	9%	1%	11%	100%
Paths	16%	46%	14%	3%	21%	100%
Medians and right-of-ways	14%	56%	21%	2%	7%	100%
Street trees	18%	59%	17%	5%	2%	100%
Sidewalks	15%	57%	22%	4%	1%	100%

Question 16: Public Trust							
Please rate to what extent you agree or disagree with each of the following statements.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Total
I receive good value for the City taxes I pay	12%	44%	25%	7%	2%	9%	100%
I am pleased with the overall direction that the City of Rockville is taking	13%	48%	20%	10%	3%	6%	100%
The City of Rockville government welcomes citizen involvement	14%	40%	16%	4%	1%	24%	100%

Question 17: Contact With City Employees	
	Have you had phone or in-person contact with a City of Rockville employee within the last 12 months?
Yes	47%
No	53%
Total	100%

Question 18: Quality of Contact With City Employees							
What was your impression of City employees <u>in your most recent contact</u> ?	Excellent	Good	Fair	Poor	Don't know	Not applicable	Total
Knowledge	36%	42%	13%	5%	2%	3%	100%
Courtesy	44%	39%	10%	5%	1%	2%	100%
Responsiveness	40%	34%	14%	10%	1%	2%	100%
Follow-up	29%	27%	13%	12%	2%	17%	100%
Overall customer service	36%	40%	14%	7%	1%	2%	100%

Question 19: Frequency of Building Permit Applications	
	Have you applied for a building permit from the City of Rockville in the last 12 months?
Yes	4%
No	96%
Total	100%

Question 20: Quality of Building Permit Process	
	How would you rate the overall building permit process?
Excellent	11%
Good	47%
Fair	19%
Poor	21%
Don't know	3%
Total	100%

Question 21: Contact with the Inspections Services Division	
	Have you had phone or in-person contact with an employee of the Inspections Services Division within the last 12 months?
Yes	9%
No	91%
Total	100%

Questions 22 and 23: Quality of Contact With Inspections Services Division							
	Excellent	Good	Fair	Poor	Don't know	Not applicable	Total
How would you rate the customer service you received by phone?	24%	38%	12%	11%	1%	14%	100%
How would you rate the customer service you received in person?	31%	32%	15%	11%	1%	9%	100%

Question 24: Awareness of City's Plans to Redevelop Town Center	
	Are you aware of the City's plans to redevelop the Town Center?
Yes	73%
No	27%
Total	100%

Question 25: Perceptions of Proposed Owner/Renter Ratio in Town Center	
	Currently it is proposed that the housing in Town Center will be 50% owner-occupied and 50% renter-occupied. How do you feel about this ration of owner-occupied to renter-occupied housing? Do you think it is...
Too much owner-occupied	3%
About right	42%
Too much renter-occupied	28%
Don't know	28%
Total	100%

Question 26: Frequency of Communication							
In the last 12 months, about how many times, if ever, have you done the following?	Never	Less than 12 times	1 to 3 times a month	1 to 6 times a month	Daily	Don't know	Total
Visited the City of Rockville web site	53%	36%	8%	1%	0%	1%	100%
Watched a Rockville Mayor and Council meeting and or programming on The Rockville Channel, the City of Rockville's official government cable television channel	54%	34%	8%	2%	0%	2%	100%

Question 27: Quality of Information About Land Use Planning and Development Issues	
	How would you rate the City's efforts to keep citizens informed about land use planning and development issues?
Excellent	14%
Good	43%
Fair	21%
Poor	6%
Don't know	17%
Total	100%

Question 28: Use of Potential City Web Site Services		
Which of the following services would you use if provided through the City's Web site?		Percent of Respondents*
	Computerized maps	80%
	Apply for permits and licenses	53%
	Pay water bills	42%
	Pay parking tickets	38%
	Opportunities to do business with the City	33%
	Other	21%

*Percents may add to more than 100%, as respondents could give more than one answer.

Question 29: Sources of Information					
How much information do you get about the Rockville City government from each of the following sources?	Most	A lot	Some	None	Total
Rockville Reports	27%	25%	32%	15%	100%
The Rockville Channel, the City of Rockville's official government cable television channel	2%	9%	33%	56%	100%
City of Rockville's Web site	3%	10%	34%	53%	100%
Water bill inserts	3%	7%	38%	52%	100%
The Recreation Guide, the publication produced by the City of Rockville's Recreation and Parks Department	14%	31%	41%	14%	100%
Special mailings from the City of Rockville	7%	22%	48%	23%	100%
Postcards from the City of Rockville regarding nearby development	6%	17%	34%	43%	100%
The Rockville Gazette	26%	29%	24%	21%	100%
The Washington Post	11%	17%	42%	30%	100%
The Washington Times	2%	4%	11%	83%	100%
News Channel 21	1%	4%	19%	75%	100%
News Channel 8	3%	7%	26%	63%	100%
Word of Mouth	5%	15%	52%	29%	100%

Question 30: Amount of Information Received About the City				
Please indicate whether you think you receive enough information about each of the following City of Rockville government functions or activities.	Not enough information	About the right amount of information	Too much information	Total
Mayor and Council actions	33%	66%	1%	100%
Special events	24%	75%	1%	100%
Recreation and Park Activities	18%	81%	1%	100%
Activities in my neighborhood	33%	66%	1%	100%
Cultural events	25%	74%	1%	100%
Planned and ongoing developments	38%	60%	1%	100%
Construction projects	45%	54%	1%	100%
Town Center redevelopment	39%	59%	2%	100%
Boards and Commissions	33%	65%	1%	100%
Historic District designations	37%	62%	1%	100%
Volunteer opportunities	36%	63%	1%	100%
Caregiver agencies	35%	64%	1%	100%
City of Rockville budget information	36%	64%	1%	100%
Other	73%	27%	0%	100%

Question 32: Length of Residency	
About how many years have you lived in Rockville?	Length of Residency
2 years or less	27%
3 to 5 years	16%
6 to 10 years	15%
11 to 20 years	18%
21 years or more	24%
Total	100%

Question 33: Housing Unit Type	
	What best describes your home? Is it a...
One family house detached from any other houses	52%
A duplex or townhouse	15%
A building with three or more apartments or condominiums	31%
Other	2%
Total	100%

Question 34: Ownership of Home	
	Do you rent or own your home?
Rent	31%
Own	69%
Total	100%

Question 35: Access to Computers and the Internet			
	yes	no	Total
Do you have access to a computer at home?	88%	12%	100%
If yes, does it have access to the Internet?	96%	4%	100%
Do you have access to a computer at school?	46%	54%	100%
If yes, does it have access to the Internet?	97%	3%	100%
Do you have access to a computer at work?	87%	13%	100%
If yes, does it have access to the Internet?	96%	4%	100%

Question 36: Subscription to Cable Television	
	Do you subscribe to cable television?
Yes	71%
No	29%
Total	100%

Question 37: Ethnicity	
	Are you Spanish/Hispanic/Latino?
No	93%
Yes	7%
Total	100%

Question 38: Race		
What is your race?		Percent of Respondents*
	American Indian or Alaskan Native	1%
	Asian or Pacific Islander	18%
	Black or African American	6%
	White/Caucasian	73%
	Other	5%

**Percents may add to more than 100% as respondents could give more than one answer.*

Question 39: Gender	
	What is your sex?
Male	48%
Female	52%
Total	100%

Question 40: Age	
	In which category is your age?
18-24 years	4%
25-34 years	24%
35-44 years	22%
45-54 years	21%
55-64 years	13%
65-74 years	8%
75 years or older	8%
Total	100%

Question 41: Household Income	
	What was your household's total annual income in 2002?
Less than \$25,000	8%
\$25,000 to \$49,999	21%
\$50,000 to \$99,999	38%
\$100,000 to \$199,999	27%
\$200,000 or more	6%
Total	100%

Question 42: Presence of Children	
	Do any children 12 or under live in your household?
Yes	28%
No	72%
Total	100%

Question 43: Presence of Teenagers	
	Do any teenagers aged between 13 and 17 live in your household?
Yes	13%
No	87%
Total	100%

Question 44: Presence of People Aged 65 or Older	
	Are you or any other members of your household aged 65 or older?
Yes	20%
No	80%
Total	100%

Question 45: Primary Household Language	
	Which language do you speak at home?
English	72%
Spanish	2%
Chinese	5%
Russian	1%
Persian	1%
Vietnamese	0%
Korean	1%
Other	17%
Total	100%

Question 46: Area in Rockville	
	Which best describes where you live?
East of Route 355	22%
Between 355 and I-270	58%
West of I-270	20%
Total	100%

Appendix II: Survey Results By Location within Rockville

The following pages contain breakdowns of the survey results by geographic location within Rockville. Where differences between subgroups are statistically significant, they are shaded grey.

Table II.1. Quality of Life by Geographic Location			
	Area in Rockville		
	West of I-270	Between 355 and I-270	East of Route 355
Overall, how would you describe the quality of life in the City of Rockville?	78	73	73
How do you rate the overall quality your neighborhood?	83	75	64
How do you rate Rockville as a place to raise children?	80	70	67
How do you rate Rockville as a place to retire?	53	53	51
<i>Average Rating on a 100-Point Scale, 100=excellent, 0=poor</i>			

Table II.2. Ratings of Community Characteristics by Geographic Location			
	Area in Rockville		
	West of I-270	Between 355 and I-270	East of Route 355
Sense of community	65	60	60
Overall appearance of Rockville	66	61	62
Opportunities to attend cultural or arts events	63	62	68
Shopping opportunities	72	71	74
Openness and acceptance of the community toward people of diverse backgrounds	73	68	67
Access to buildings and services for individuals with disabilities	73	66	68
Access to affordable quality housing	40	38	40
Ease of travel in Rockville bicycle	47	41	51
Ease of travel in Rockville by walking	49	51	56
Ease of travel in Rockville by transit	58	64	68
Ease of travel in Rockville by car	60	56	61
Architectural character	55	49	55
Quality of new residential development	57	56	55
Quality of new commercial development	59	53	60
Tap water quality	54	52	58
<i>Average Rating on a 100-Point Scale, 100=excellent, 0=poor</i>			

Table II.3. Ratings of Neighborhood Problems by Geographic Location			
	Area in Rockville		
	West of I-270	Between 355 and I-270	East of Route 355
Traffic	66	59	60
Crime	86	79	73
Overgrown grass	91	90	82
Weed lots	93	91	84
Graffiti	94	92	88
Cut-through traffic	79	73	68
Run down houses and buildings	93	89	78
Oversized vehicles and trailers parked on street	90	84	72
<i>Average Rating on a 100-Point Scale, 100=not a problem, 0=extreme problem</i>			

Table II.4. Ratings of Safety by Geographic Location			
	Area in Rockville		
	West of I-270	Between 355 and I-270	East of Route 355
Walking alone in your neighborhood during the day	94	90	84
Walking alone in your neighborhood during the day	76	68	56
Walking alone in business areas during the day	87	87	84
Walking alone in business areas after dark	61	59	54
<i>Average Rating on a 100-Point Scale, 100=very safe, 0=very unsafe</i>			

Table II.5. Crime Victimization by Geographic Location				
		Area in Rockville		
		West of I-270	Between 355 and I-270	East of Route 355
During the past three months, were you or anyone in your household the victim of any crime?	Yes	4%	5%	4%
	No	94%	94%	95%
	Don't know	2%	1%	2%
Total		100%	100%	100%

Table II.6. Ratings of City Services by Geographic Location			
	Area in Rockville		
	West of I-270	Between 355 and I-270	East of Route 355
Refuse collection	78	73	74
Recycling services	78	68	75
Leaf pick-up	68	67	68
Cost of refuse and recycling services	54	51	50
Street repairs and maintenance	60	53	51
Snow and ice removal	69	62	56
Street sweeping	61	59	52
Street lighting	60	59	55
Residential property maintenance code enforcement	58	56	54
Commercial property maintenance code enforcement	60	58	55
Recreational programs	75	72	74
The variety of recreational programs offered	76	74	74
Recreation centers	75	72	72
Athletic fields and playgrounds	72	69	71
Range of activities available in parks and recreation centers and facilities	72	69	71
Accessibility of parks and recreation centers and facilities	75	72	72
Safety of parks and recreation centers and facilities	71	69	67
City-sponsored special events	75	74	78
Appearance of City buildings	67	65	69
Enforcement of traffic laws	61	57	60
Water and sewer services	71	66	68
Utility billing	66	62	61
Services to seniors	71	72	74
Services to youth	71	69	71
Quality of programming on the Rockville Channel, the City of Rockville's official government cable television channel	56	54	61
<i>Average Rating on a 100-Point Scale, 100=excellent, 0=poor</i>			

Table II.7. Ratings of Conditions by Geographic Location			
	Area in Rockville		
	West of I-270	Between 355 and I-270	East of Route 355
Streets	67	62	61
Park grounds	75	71	68
Paths	70	63	64
Medians and right-of-ways	66	61	63
Street trees	68	64	61
Sidewalks	66	61	60
<i>Average Rating on a 100-Point Scale, 100=excellent, 0=poor</i>			

Table II.8. Ratings of Efforts to Inform Citizens about Land Use Planning and Development Issues by Geographic Location			
	Area in Rockville		
	West of I-270	Between 355 and I-270	East of Route 355
How would you rate the City's efforts to keep citizens informed about land use planning and development issues?	58	59	61
<i>Average Rating on a 100-Point Scale, 100=excellent, 0=poor</i>			

Appendix III: Survey Results By Demographic Subgroups

The following pages contain breakdowns of the survey results by demographic subgroups. Where differences between subgroups are statistically significant, they are shaded grey.

Table III.1a. Quality of Life Ratings by Demographic Subgroups														
Please rate your quality of life in Rockville.	Age			Gender		Housing unit type		Tenure Status		Annual Household Income				
	18-34	35-54	55+	Male	Female	Detached single-family	Attached	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$199,999	\$200,000 or more
Overall, how would you describe the quality of life in the City of Rockville?	73	74	75	74	74	76	71	71	75	72	70	74	77	79
How do you rate the overall quality your neighborhood?	74	73	75	75	72	75	72	68	76	67	64	75	79	82
How do you rate Rockville as a place to raise children?	69	72	72	72	70	74	68	66	73	66	68	70	76	76
How do you rate Rockville as a place to retire?	53	51	55	52	53	52	54	54	52	59	55	52	51	51
Average Rating on a 100-Point Scale, 100=excellent, 0=poor														

Table III.1b. Quality of Life Ratings by Demographic Subgroups												
Please rate your quality of life in Rockville.	Length of Residency					Race			Ethnicity		Preferred First Language	
	2 years or less	3 to 5 years	6 to 10 years	11 to 20 years	21 years or more	Asian/Pacific Islander	Non-Hispanic White	Other	Non-Hispanic	Hispanic	English	Other
Overall, how would you describe the quality of life in the City of Rockville?	70	72	77	77	75	71	74	75	74	75	75	72
How do you rate the overall quality your neighborhood?	71	74	76	75	73	70	75	72	74	73	75	70
How do you rate Rockville as a place to raise children?	68	68	73	72	74	69	71	73	71	70	72	69
How do you rate Rockville as a place to retire?	52	53	57	53	51	53	52	57	53	51	52	54
Average Rating on a 100-Point Scale, 100=excellent, 0=poor												

Table III.2a. Ratings of Rockville Characteristics by Demographic Subgroups														
Please rate each of the following characteristics of Rockville.	Age			Gender		Housing unit type		Tenure Status		Annual Household Income				
	18-34	35-54	55+	Male	Female	Detached single-family	Attached	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$199,999	\$200,000 or more
Sense of community	57	62	64	60	63	65	58	56	64	56	59	61	64	63
Overall appearance of Rockville	64	62	62	62	62	63	62	63	62	62	64	62	62	66
Opportunities to attend cultural or arts events	59	63	68	61	66	67	60	59	66	63	61	65	63	64
Shopping opportunities	75	74	66	73	71	71	72	74	71	67	70	73	73	73
Openness and acceptance of the community toward people of diverse backgrounds	67	70	68	69	68	71	66	63	71	61	61	69	73	82
Access to buildings and services for individuals with disabilities	66	69	67	70	66	69	66	64	69	62	63	68	71	79
Access to affordable quality housing	37	39	41	39	38	40	37	34	41	44	39	37	38	51
Ease of travel in Rockville by bicycle	49	42	43	45	43	47	42	41	45	47	43	45	43	47
Ease of travel in Rockville by walking	53	51	53	52	52	54	50	49	53	56	52	52	50	53
Ease of travel in Rockville by transit	68	64	60	63	65	63	65	65	64	69	62	66	61	65
Ease of travel in Rockville by car	64	56	54	58	58	58	58	58	58	60	59	60	56	55
Architectural character	54	52	51	52	52	53	50	51	52	55	54	52	49	54
Quality of new residential development	64	55	51	57	55	55	57	54	57	53	54	57	57	62
Quality of new commercial development	62	56	49	57	54	56	56	54	56	51	55	57	56	60
Tap water quality	49	54	59	56	52	58	50	48	56	53	54	54	54	57
Average Rating on a 100-Point Scale, 100=excellent, 0=poor														

Table III.2b. Ratings of Rockville Characteristics by Demographic Subgroups

Please rate each of the following characteristics of Rockville.	Length of Residency					Race			Ethnicity		Preferred First Language	
	2 years or less	3 to 5 years	6 to 10 years	11 to 20 years	21 years or more	Asian/Pacific Islander	Non-Hispanic White	Other	Non-Hispanic	Hispanic	English	Other
Sense of community	57	59	64	63	64	58	62	63	61	64	62	60
Overall appearance of Rockville	61	62	65	63	62	65	61	65	62	65	63	62
Opportunities to attend cultural or arts events	57	62	64	68	69	55	66	64	64	61	67	56
Shopping opportunities	76	74	74	73	62	74	71	73	72	72	71	75
Openness and acceptance of the community toward people of diverse backgrounds	67	68	70	69	69	65	71	64	69	66	70	64
Access to buildings and services for individuals with disabilities	67	65	64	71	69	66	69	63	68	59	68	67
Access to affordable quality housing	34	40	40	44	38	41	38	39	39	38	38	41
Ease of travel in Rockville by bicycle	40	42	47	47	45	45	43	48	44	45	44	46
Ease of travel in Rockville by walking	49	48	55	53	54	51	51	56	52	53	52	51
Ease of travel in Rockville by transit	65	64	66	63	61	64	63	66	64	66	63	66
Ease of travel in Rockville by car	57	63	59	56	54	67	54	62	58	62	55	65
Architectural character	50	53	52	54	51	53	50	58	52	55	52	52
Quality of new residential development	60	57	56	54	52	59	55	58	56	59	55	59
Quality of new commercial development	60	55	59	56	49	56	54	60	56	59	55	58
Tap water quality	48	50	51	59	60	53	54	53	53	62	55	51
Average Rating on a 100-Point Scale, 100=excellent, 0=poor												

Table III.3a. Ratings of Neighborhood Problems by Demographic Subgroups														
Please rate how much of a problem each of the following is in your neighborhood.	Age			Gender		Housing unit type		Tenure Status		Annual Household Income				
	18-34	35-54	55+	Male	Female	Detached single-family	Attached	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$199,999	\$200,000 or more
Traffic	62	61	58	61	60	63	57	57	62	57	57	62	63	67
Crime	80	79	77	80	78	80	77	77	80	73	74	80	82	84
Overgrown grass	90	89	88	90	88	88	89	89	89	86	85	91	90	89
Weed lots	90	89	90	90	89	90	89	89	90	85	86	92	91	90
Graffiti	92	92	92	92	92	93	91	90	93	89	89	92	93	98
Cut-through traffic	73	75	71	73	73	73	74	74	72	73	71	73	74	80
Run down houses and buildings	88	87	88	88	87	87	87	87	87	84	82	88	90	95
Oversized vehicles and trailers parked on street	82	82	84	82	83	81	84	83	82	82	80	82	86	86
Average Rating on a 100-Point Scale, 100=not a problem, 0=extreme problem														

Table III.3b. Ratings of Neighborhood Problems by Demographic Subgroups												
Please rate how much of a problem each of the following is in your neighborhood.	Length of Residency					Race			Ethnicity		Preferred First Language	
	2 years or less	3 to 5 years	6 to 10 years	11 to 20 years	21 years or more	Asian/Pacific Islander	Non-Hispanic White	Other	Non-Hispanic	Hispanic	English	Other
Traffic	60	62	58	63	59	65	59	62	60	64	59	65
Crime	80	80	79	79	76	78	79	77	79	79	78	80
Overgrown grass	91	88	86	90	87	85	90	88	89	89	89	88
Weed lots	90	88	86	91	90	85	91	87	90	87	91	85
Graffiti	92	92	92	92	92	88	93	92	92	93	93	89
Cut-through traffic	74	74	72	78	68	74	72	76	73	78	73	75
Run down houses and buildings	88	89	86	90	86	86	88	88	87	87	88	85
Oversized vehicles and trailers parked on street	83	83	80	87	79	79	83	83	82	84	83	81
Average Rating on a 100-Point Scale, 100=not a problem, 0=extreme problem												

Table III.4a. Ratings of Safety by Demographic Subgroups

How safe do you feel . . .	Age			Gender		Housing unit type		Tenure Status		Annual Household Income				
	18-34	35-54	55+	Male	Female	Detached single-family	Attached	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$199,999	\$200,000 or more
Walking alone in your neighborhood during the day	90	89	89	91	88	90	89	87	91	86	83	91	93	95
Walking alone in your neighborhood after dark	67	69	62	73	60	67	66	63	68	55	57	68	72	81
Walking alone in business areas during the day	88	85	85	87	85	86	86	85	87	81	82	87	89	89
Walking alone in business areas after dark	61	60	53	64	53	57	60	59	58	52	54	61	60	62
Average Rating on a 100-Point Scale, 100=very safe, 0=very unsafe														

Table III.4b. Ratings of Safety by Demographic Subgroups

How safe do you feel . . .	Length of Residency					Race			Ethnicity		Preferred First Language	
	2 years or less	3 to 5 years	6 to 10 years	11 to 20 years	21 years or more	Asian/Pacific Islander	Non-Hispanic White	Other	Non-Hispanic	Hispanic	English	Other
Walking alone in your neighborhood during the day	91	87	90	90	89	88	90	88	90	88	90	89
Walking alone in your neighborhood after dark	67	70	67	68	62	69	66	64	67	63	66	68
Walking alone in business areas during the day	87	84	88	87	85	85	86	85	86	86	86	86
Walking alone in business areas after dark	58	62	62	59	52	62	57	60	58	61	57	62
Average Rating on a 100-Point Scale, 100=very safe, 0=very unsafe												

Table III.5a. Ratings of Public Trust by Demographic Subgroups														
Please rate to what extent you agree or disagree with each of the following statements.	Age			Gender		Housing unit type		Tenure Status		Annual Household Income				
	18-34	35-54	55+	Male	Female	Detached single-family	Attached	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$199,999	\$200,000 or more
I receive good value for the City taxes I pay	63	68	67	66	67	69	63	63	67	63	63	66	70	72
I am pleased with the overall direction that the City of Rockville is taking	70	66	59	66	64	64	66	66	65	60	63	65	68	67
The City of Rockville government welcomes citizen involvement	70	71	70	71	70	71	69	68	71	69	69	71	72	73
Average Rating on a 100-Point Scale, 100=strongly agree, 0=strongly disagree														

Table III.5b. Ratings of Public Trust by Demographic Subgroups												
Please rate to what extent you agree or disagree with each of the following statements.	Length of Residency					Race			Ethnicity		Preferred First Language	
	2 years or less	3 to 5 years	6 to 10 years	11 to 20 years	21 years or more	Asian/Pacific Islander	Non-Hispanic White	Other	Non-Hispanic	Hispanic	English	Other
I receive good value for the City taxes I pay	64	65	65	69	67	62	67	66	66	64	67	63
I am pleased with the overall direction that the City of Rockville is taking	70	70	66	64	57	69	63	68	65	68	64	69
The City of Rockville government welcomes citizen involvement	72	71	68	72	69	68	71	72	70	69	71	69
Average Rating on a 100-Point Scale, 100=strongly agree, 0=strongly disagree												

Table III.6a. Rating of Effectiveness Community Policing by Demographic Subgroups														
	Age			Gender		Housing unit type		Tenure Status		Annual Household Income				
	18-34	35-54	55+	Male	Female	Detached single-family	Attached	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$199,999	\$200,000 or more
How effective do you believe the City of Rockville's crime prevention programs and community-oriented policing programs are in deterring crime?	78	73	79	77	75	76	76	77	76	80	74	77	75	79
Average Rating on a 100-Point Scale, 100=very effective, 0=not at all effective														

Table III.6b. Rating of Effectiveness Community Policing by Demographic Subgroups												
	Length of Residency					Race			Ethnicity		Preferred First Language	
	2 years or less	3 to 5 years	6 to 10 years	11 to 20 years	21 years or more	Asian/Pacific Islander	Non-Hispanic White	Other	Non-Hispanic	Hispanic	English	Other
How effective do you believe the City of Rockville's crime prevention programs and community-oriented policing programs are in deterring crime?	77	75	79	75	75	78	75	78	76	79	75	79
Average Rating on a 100-Point Scale, 100=very effective, 0=not at all effective												

Table III.7a. Crime Victimization and Reporting by Demographic Subgroups

		Age			Gender		Housing unit type		Tenure Status		Annual Household Income				
		18-34	35-54	55+	Male	Female	Detached single-family	Attached	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$199,999	\$200,000 or more
During the past three months, were you or anyone in your household the victim of any crime?	Yes	5%	6%	3%	4%	5%	5%	5%	5%	5%	2%	7%	3%	5%	5%
	No	94%	93%	95%	94%	94%	94%	93%	93%	94%	93%	91%	95%	95%	93%
	Don't know	1%	2%	2%	2%	1%	1%	2%	2%	1%	5%	2%	2%	0%	2%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Did you report all or any of these crimes to the police?	Yes, all of them	69%	68%	53%	58%	72%	64%	66%	76%	59%	100%	70%	63%	61%	71%
	Yes some of them	10%	7%	7%	7%	9%	3%	14%	0%	12%	0%	14%	14%	0%	0%
	No, reported none of them	21%	26%	40%	35%	20%	33%	21%	24%	29%	0%	16%	23%	39%	29%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table III.7b. Crime Victimization and Reporting by Demographic Subgroups

		Length of Residency					Race			Ethnicity		Preferred First Language	
		2 years or less	3 to 5 years	6 to 10 years	11 to 20 years	21 years or more	Asian/Pacific Islander	Non-Hispanic White	Other	Non-Hispanic	Hispanic	English	Other
During the past three months, were you or anyone in your household the victim of any crime?	Yes	4%	7%	4%	3%	5%	4%	5%	6%	4%	8%	5%	4%
	No	95%	91%	95%	94%	94%	92%	95%	92%	94%	90%	95%	92%
	Don't know	1%	2%	1%	3%	1%	4%	1%	2%	1%	2%	1%	3%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Did you report all or any of these crimes to the police?	Yes, all of them	70%	82%	56%	67%	48%	54%	58%	93%	60%	100%	60%	73%
	Yes some of them	0%	0%	28%	0%	15%	0%	13%	0%	9%	0%	11%	0%
	No, reported none of them	30%	18%	15%	33%	37%	46%	29%	7%	30%	0%	28%	27%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table III.8a. Ratings of City Services by Demographic Subgroups														
Please rate each of the following City services.	Age			Gender		Housing unit type		Tenure		Annual Household Income				
	18-34	35-54	55+	Male	Female	Detached single-family	Attached	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$199,999	\$200,000 or more
Refuse collection	70	74	78	74	74	79	67	68	76	76	72	74	75	78
Recycling services	63	72	79	70	73	79	61	60	76	72	65	71	75	78
Leaf pick-up	66	66	70	66	68	70	63	64	69	67	61	69	69	67
Cost of refuse and recycling services	51	52	52	51	53	51	52	55	51	56	50	51	53	56
Street repairs and maintenance	49	55	58	54	54	59	48	45	58	46	49	53	60	62
Snow and ice removal	58	63	66	62	62	68	55	53	66	55	54	61	70	76
Street sweeping	60	58	57	58	59	59	57	57	59	57	51	58	63	65
Street lighting	57	59	60	60	57	60	57	55	60	61	51	60	59	66
Residential property maintenance code enforcement	59	55	56	56	56	54	59	58	55	61	57	56	55	58
Commercial property maintenance code enforcement	62	57	55	58	58	56	60	59	57	57	58	58	56	64
Recreational programs	68	74	76	70	76	77	68	66	76	68	69	73	77	74
The variety of recreational programs offered	71	74	78	70	77	78	69	67	77	70	68	74	77	78
Recreation centers	66	74	77	70	75	76	68	65	75	72	68	72	76	74
Athletic fields and playgrounds	66	71	75	68	73	75	65	63	74	65	64	71	75	74
Range of activities available in parks and recreation centers and facilities	66	71	73	67	73	74	65	63	73	61	64	70	74	79
Accessibility of parks and recreation centers and facilities	69	73	74	71	73	76	67	64	76	66	66	72	77	77
Safety of parks and recreation centers and facilities	69	69	70	69	69	71	66	64	71	65	62	70	73	72
City-sponsored special events	71	77	76	74	76	78	71	69	77	73	70	76	77	80
Appearance of City buildings	64	67	70	67	67	71	62	61	69	64	65	66	68	75
Enforcement of traffic laws	57	58	61	58	59	60	57	56	60	60	58	60	56	62
Water and sewer services	62	69	72	68	68	73	62	59	71	63	66	68	69	74
Utility billing	55	64	67	63	62	65	58	55	65	57	61	62	64	69
Services to seniors	68	71	75	71	74	73	71	66	74	71	70	74	73	68
Services to youth	66	70	74	68	72	73	65	62	73	61	67	71	72	71
Quality of programming on the Rockville Channel, the City of Rockville's official government cable television channel	51	56	61	53	59	60	52	53	57	59	58	56	55	51
Average Rating on a 100-Point Scale, 100=excellent, 0=poor														

Table III.8b. Ratings of City Services by Demographic Subgroups

Please rate each of the following City services.	Length of Residency					Race			Ethnicity		Preferred First Language	
	2 years or less	3 to 5 years	6 to 10 years	11 to 20 years	21 years or more	Asian/Pacific Islander	Non-Hispanic White	Other	Non-Hispanic	Hispanic	English	Other
Refuse collection	70	72	71	76	79	69	75	74	69	73	76	70
Recycling services	63	69	71	76	79	63	74	70	63	69	75	63
Leaf pick-up	66	63	64	68	72	62	69	66	62	65	70	62
Cost of refuse and recycling services	50	48	49	55	53	47	52	53	47	56	52	50
Street repairs and maintenance	48	53	55	57	58	47	56	55	47	53	57	47
Snow and ice removal	54	60	61	68	68	57	64	59	57	58	65	55
Street sweeping	57	60	57	62	56	58	58	60	58	58	59	57
Street lighting	58	56	58	60	60	57	58	59	57	55	59	57
Residential property maintenance code enforcement	59	60	55	57	51	57	55	58	57	61	55	58
Commercial property maintenance code enforcement	64	58	58	55	54	59	56	60	59	61	58	59
Recreational programs	67	70	73	76	78	60	77	72	60	75	76	64
The variety of recreational programs offered	69	70	73	78	79	60	78	71	60	72	77	65
Recreation centers	67	69	71	77	77	60	76	69	60	69	76	64
Athletic fields and playgrounds	65	67	70	74	76	58	74	68	58	67	74	62
Range of activities available in parks and recreation centers and facilities	65	67	70	73	74	60	73	68	60	68	73	61
Accessibility of parks and recreation centers and facilities	67	72	72	77	74	63	75	71	63	73	74	66
Safety of parks and recreation centers and facilities	69	65	68	72	70	62	71	68	62	66	71	64
City-sponsored special events	69	70	75	80	78	65	77	77	65	78	77	68
Appearance of City buildings	63	62	67	71	70	59	68	68	59	68	69	60
Enforcement of traffic laws	57	57	59	61	60	61	57	62	61	65	58	60
Water and sewer services	62	63	67	73	73	62	69	68	62	73	70	63
Utility billing	55	60	60	68	69	56	64	64	56	68	65	58
Services to seniors	70	71	70	72	75	60	75	73	60	68	74	67
Services to youth	64	64	71	73	75	59	72	72	59	70	74	62
Quality of programming on the Rockville Channel, the City of Rockville's official government cable television channel	55	48	59	54	62	56	56	56	56	49	57	55

Average Rating on a 100-Point Scale, 100=excellent, 0=poor

Table III.9a. Ratings of Conditions by Demographic Subgroups

Please rate the condition of each of the following in Rockville.	Age			Gender		Housing unit type		Tenure Status		Annual Household Income				
	18-34	35-54	55+	Male	Female	Detached single-family	Attached	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$199,999	\$200,000 or more
Streets	60	63	66	63	63	65	60	58	65	58	57	63	67	73
Park grounds	69	71	72	71	71	73	69	67	73	65	65	73	75	76
Paths	63	65	67	65	65	68	61	59	68	57	60	65	69	72
Medians and right-of-ways	61	63	64	63	62	65	60	59	64	59	60	62	64	66
Street trees	66	64	64	64	64	65	64	64	64	63	62	65	65	69
Sidewalks	61	62	63	62	62	64	59	58	63	56	58	62	65	69

Average Rating on a 100-Point Scale, 100=excellent, 0=poor

Table III.9b. Ratings of Conditions by Demographic Subgroups

Please rate the condition of each of the following in Rockville.	Length of Residency					Race			Ethnicity		Preferred First Language	
	2 years or less	3 to 5 years	6 to 10 years	11 to 20 years	21 years or more	Asian/Pacific Islander	Non-Hispanic White	Other	Non-Hispanic	Hispanic	English	Other
Streets	59	63	65	66	63	60	63	64	63	66	64	60
Park grounds	68	71	71	73	72	65	73	68	71	70	73	66
Paths	61	64	64	68	68	56	68	63	65	65	67	59
Medians and right-of-ways	59	63	63	63	64	62	63	61	63	59	64	58
Street trees	65	65	63	65	63	64	64	66	64	67	64	64
Sidewalks	59	63	62	61	64	59	62	64	62	64	63	60

Average Rating on a 100-Point Scale, 100=excellent, 0=poor

Table III.10a. Computer and Internet Access by Demographic Subgroups															
Do you have . . .		Age			Gender		Housing unit type		Tenure Status		Annual Household Income				
		18-34	35-54	55+	Male	Female	Detached single-family	Attached	Rent	Own	Less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 to \$199,999	\$200,000 or more
Access to a computer at home, school OR work?	Yes	99%	99%	86%	97%	93%	96%	94%	94%	96%	67%	95%	97%	100%	100%
	No	1%	1%	14%	3%	7%	4%	6%	6%	4%	33%	5%	3%	0%	0%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to the Internet at home, school OR work?	Yes	95%	91%	66%	89%	80%	85%	85%	85%	85%	46%	79%	88%	95%	97%
	No	5%	9%	34%	11%	20%	15%	15%	15%	15%	54%	21%	12%	5%	3%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table III.10b. Computer and Internet Access by Demographic Subgroups													
Do you have . . .		Length of Residency					Race			Ethnicity		Preferred First Language	
		2 years or less	3 to 5 years	6 to 10 years	11 to 20 years	21 years or more	Asian/Pacific Islander	Non-Hispanic White	Other	Non-Hispanic	Hispanic	English	Other
Access to a computer at home, school OR work?	Yes	98%	98%	97%	95%	90%	99%	95%	95%	95%	98%	95%	97%
	No	2%	2%	3%	5%	10%	1%	5%	5%	5%	2%	5%	3%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Access to the Internet at home, school OR work?	Yes	93%	87%	89%	83%	72%	88%	84%	81%	85%	85%	83%	89%
	No	7%	13%	11%	17%	28%	12%	16%	19%	15%	15%	17%	11%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Appendix IV: Verbatim Responses to Open-Ended Questions

Question #4: Other Reasons Why You Chose To Live In Rockville

- € Spouse bought home years ago. Now we love our house - just wish we could move it out of m co. Prices to sell home is good - price to purchase new home absolutely outrageous.
- € Affordable housing
- € Good location
- € Retirement community
- € Rental from a friend.
- € House availability
- € Proximity to synagogue
- € Price of my house in 1952
- € From 1952 - 1970
- € Jewish neighborhood, synagogue, JCC complex
- € Husband worked in Rockville - deceased.
- € Jewish day school.
- € I only picked it because of one neighborhood, affordable, safe and close to amenities.
- € Needed a house that could be modified for handicapped person.
- € I had lived in Montgomery County since 1960 - friends and certain conveniences tempted me to remain. Increasing taxes and no public transit in my area are causing me to consider moving for the last days of retirement.
- € Affordable rent
- € My child needed to attend a school for children w/spinal needs. Commuted him for 1yr from Frederick to St Maurice on Kentsdale rd. After found school okay - moved here - have stayed as is a good community to which I hope I have contributed.
- € Attractive enough neighborhood & well-priced house
- € It was a quiet area when we moved here.
- € Spouse's job was nearby
- € 45 years ago town was small-quiet and country like.
- € Housing
- € My in-laws established us here 20 years ago, we've raised children and have friends & family here. We gave up a good opportunity in Ohio to stay recently.
- € Close to office
- € Was disappointed in all but elementary schools.
- € Catholic school
- € Love all the mature trees in the neighborhoods.
- € Love for the city.
- € Pomonas, Wheaton and Rockville.
- € Affordable (when we bought) at the time we moved here.
- € Retirement communities.
- € Close to synagogue.
- € My specific neighborhood.
- € Lutheran home independent living facility.
- € I am very comfortable here.
- € Close to 270
- € It was the cheapest single family home I could find in Montgomery county that was in walking distance to metro and I moved here from Frederick county to avoid the traffic and long commute to my job in D.C.
- € Affordable single-family homes.
- € Religious community.
- € We moved to Rockville/Gaithersburg in 1968 to present.

- € Good city services.
- € Quiet area, but that was in 1972! Things have really changed.
- € The schools frankly have not met our expectations, which makes us sad.
- € Central location
- € Wife worked here prior to retirement.
- € Attraction to our residential development.
- € Found a poor condition house to rent cheap.
- € Affordable housing.
- € Good-size rental home.
- € Americana centre condo.
- € National Lutheran home.
- € Bought house here.
- € Town center revitalization.
- € Own a house.
- € My public housing is here.
- € Husband's job nearby.
- € My spouse attends medical school in Bethesda.
- € I live at the Rivitz house and being ill, my immediate area is around the Hebrew home & center.
- € Proximity to metro, but need community bus service that matches its schedule, especially late night, weekends, and during the shopping day.
- € Diverse types of residents.
- € Well run city government (seriously).
- € Affordable housing for first time owners.
- € Close to synagogue-Beth Shalom.
- € My husband's medical school is in Bethesda (usuhs).
- € Affordable.
- € Metro accessible.
- € In '96 I bought my home which today I could not afford.
- € Access to grocery stores, drug stores & banking by walking.
- € Owned property for 25 years-convenient to move in.
- € I retired here to be near my only other relative here, my niece.
- € Was able to find rental housing I could afford that met my needs.
- € Affordable first home (1996) purchase.
- € Potomac zip.
- € Contained specific residence we wanted to buy.
- € Trees in neighborhood, parks, nearby walking distance to simple shopping. My husband likes the master plan-worked as volunteer for county's master plan-especially town center ideas.
- € Friend put a charming older home on the market.
- € To get out of D.C.
- € Affordable housing.
- € Housing costs.
- € Access to major highways & interstates.
- € Affordable housing.
- € Senior citizen home.
- € Military transfer - close to navy hospital.
- € My husband's job was here.
- € City services.
- € To live at the national Lutheran home.
- € What king farm center offers as a pleasant mixed use development.
- € I could afford a house & not have a long commute to N.I.H.
- € I like the Lincoln park community and Rocklin park apt.

- € Sidewalks.
- € Affordability 1995.
- € At the time, it was the only place in the area we could afford a single family home. Now, we could not afford to buy here if we were buying a house today.
- € Affordable properties.
- € Found ideal house at affordable price.
- € Bought house in 1954. Good housing for veterans.
- € Cheap to live.
- € Promptness in response to calls for aid when needed.
- € Cost of housing.
- € City services/weather of area/affordable subdivision.
- € Transit bus 45 needs to run on the weekend.
- € My daughter & son-in-law live in D.C. & I wanted to retire near family. It's all about family. I do love the area and our home.
- € My wife wished to move to Rockville when she learned a friend had moved here. We moved to a new lot that has the same high rise condo community.
- € Housing was affordable at the time I purchased 11+ years ago.
- € Affordable housing.
- € Low crime rate, easy access to Bethesda, i-270.
- € Had 2 days to find a place to live.
- € Close to shopping which you are taking away.
- € Library.
- € Closest thing to a town.
- € Cost.
- € Did not choose Rockville per se. The neighborhood I like happens to be inside Rockville's city limits by 1/4 mile.
- € Children born here & work.
- € As moved here 50 years ago to a quiet town where we shopped on the main street & enjoyed the little town atmosphere. Now, high rises, more traffic, less availability, must go on the pike to shop or to another town.
- € Reasonable real estate prices.
- € Affordable in 1985.
- € Sidewalks.
- € I could afford housing.
- € Liberal reputation of community.
- € Friends who live here, too.
- € We can afford it. Other communities are expensive.
- € Rockville senior center (rating: excellent).
- € Good commute to work in D.C.
- € Family lived near here.
- € My friends live in and around this area.
- € Cheap house.
- € Son's job here & all benefits. Son is handicapped.
- € Found affordable housing.
- € I work in Bethesda. I wanted to get an airplane. When moving here, I started in Bethesda and drove towards the nearest airport (Gaithersburg), looking for apartments. Rockville was 1/2 way between Bethesda and the nearest airport.
- € Immigration.
- € Close to synagogues.
- € I'm in a king house retirement home.
- € My retirement home is in Rockville.
- € My husbands job at NIH.
- € Richard Montgomery int'l baccalaureate program.

- € Affordability in early 90's.
- € My husband owns property here.
- € Convenient to multiple military installations.
- € Church.
- € Location in regard to capital region.
- € We retired here.
- € Came here to get married 45 years ago and stayed.
- € 30 years ago affordable housing.
- € Friends live here.
- € Good city services.
- € Were good mental institutions.
- € If we had just recently moved to Rockville, I would check off many others.
- € Back in 1984. Not ?? Much anymore.
- € Retired now.
- € Rockville municipal swim center.
- € Rockville swim center.
- € 32 years ago it was a family small town.
- € Came here in 1953 - small town (7500 people) and inexpensive housing for D.C. area. Time change!
- € Escape a worse town.
- € Moved back here to be within walking distance to metro.
- € Near to grand children.
- € I moved into the independent living section of national Lutheran home less than 2 years ago.
- € A nice community, not land locked.
- € Retirement community
- € I'm in a retirement community administered by my church.
- € Married someone who lives here. Moved from new jersey 3 years ago from where I lived for 56 years (all my life).
- € Near Potomac, our former home for 27 years.
- € Near private school (IDS), also closer to work.
- € Assisted living facility located here.
- € Prices of houses are more affordable than in Bethesda or Potomac.
- € It once was a very quaint town, beautiful and old fashioned.
- € Access to 270 and beltway (495/95).
- € Cut my commute into VA by 20-25 minutes.
- € Moved in 40 years ago to purchase home, then attractive community and quite area.
- € Sense of community.

Question #31: Do you have any other comments you would like to make?

- € I live on Edith drive in Rockville. At 7 am in the morning I make a right turn onto Dundee road going towards Hurley. For the last several months the traffic on Dundee is all backed up. As we approach Hurley one lane becomes two. This is an action created by citizens. The left side extends over the line of on-coming traffic. Will new road changes be implemented? I feel that this problem is going to be a severe traffic issue which at this point is illegal and unsafe. I believe this issue should be policed and appropriate action and or changes be made.
- € During last storm was concerned with plowing-after spending several hours cleaning the entrance to our driveway a snow plow came-left 2 lg ice blocks (my waist level) at entrance into the driveway. I can't imagine the worker not seeing where he plowed the ice. There were no other cars in front of our house-had he just pushed it a few feet more the driveway would not have to be blocked. It took me 1 1/2 hours to break up the ice so that I could push it out of our entrance. My husband is handicapped & I just came home from work & was tired. Then I had to deal with the very large blocks of ice. I am a healthcare worker & had to be at work.
- € Whenever there is a large snowfall, Rockville residents are forced to walk on the streets for days, primarily because the city (or whoever is responsible for publicly owned sidewalks) does not clear its walkways. Example-crosswalks at Monroe & fleet and at Monroe & rt 28 were completely blocked for 2 wks during the last storm. Use a team approach of large street plow & small sidewalk-clearing front loader. Coordinate duration and schedule of neighborhood ride-on bus service with hours of operation of metro trains, including weekends. Without this coordination, you force people to rely on cars. Missing crosswalks need to be added at several points along Rockville pike.
- € We are new residents in Rockville and in the states so it's really hard to answer some of this survey's questions.
- € Excellent job on the snow removal this winter. The water seems a bit yellow/brown. I like how unusual items (mattress, etc.) are picked up by the city refuse collection. Living on a court, we sometimes are missed by the refuse collectors/recycling trucks. Overall, it is a nice place to live.
- € Please keep us up to date.
- € Light pollution from businesses & street lights-looks like Las Vegas & near as gaudy. Bike lanes-non-existent in the city & county. Noise pollution-no enforcement of vehicles w/loud mufflers in Rockville city proper. Normal traffic is ok, it's the buses, trucks, & mini-muscle cars gunning at go at the lights around Monroe, Jefferson, Washington, 355 & Viers mill. Plant more trees, put grass on the roofs like Europe & help cool the concrete hot sink we live in during summer. Is Pineburg this developed & commercial industrial?
- € Stop wasting our tax money on bike paths and town center. Save Magruder's and stop thinking people will walk to stores.
- € I would really appreciate some police presence around the Twinbrook metro station after dark.
- € Do not consider offering suffrage to illegals again, mr mayor & council. Rationalize it any way you want, but I find it highly objectionable if not unconscionable! If one didn't know better, one might think it a political ploy...
- € I would like to see children who are loose on the street who are vandalizing peoples cars and littering and becoming nuisances to people be in better control either school activities or under parental control. I would like to see more of police presence and I would like to have better neighbors.
- € Please do not close Magruder's grocery store in town center. We love the store and it's very economical.
- € Need more affordable housing & opportunities for those w/credit issue low dollars to the indecent homes like everybody else. Job benefits, health benefits too.
- € The traffic is growing fast as a weed on a daily basis-parking is horrid. The convention center will make both the traffic and parking worse. Montrose road is so congested and noisy that a wall needs to be built-one more stop light on Montrose rd. You will need a sleeping bag to spend the night.
- € Keep building more homes and offices in Rockville and add more streets or roads. Keep out the poor people. Lower the taxes.
- € We cannot imagine what you are thinking. Rockville used to be a wonderful place to live with great services. You have allowed overdevelopment to threaten our way of life. The convention center near the white flint metro will turn our beautiful town into a downtown. The traffic is already miserable; the air, noise and traffic pollution will be intolerable. Do you live here? And what about Magruder's? Where do you shop? Magruder's is the only place to get good quality at resonable prices, and it is a local enterprise. How can you allow it to close, let alone force its ouster? My husband and I are professional, educated people, raising 2 beautiful kids. We hope you will act more judiciously in future planning than you have to date, so we can continue to live here comfortably.
- € It seems to me that planning authorities (county/city) give little thought to increased gridlock which will result from further construction areas and the encouragement of housing construction at prices beyond the needs of a country town which is all that Rockville is as should be. The jabber of the cell-phone-SUV types notwithstanding, this town really belongs to those with community sense and pride, and not those content to await developmental largesse. I am above proving my educational level above the fourth grade, where I leaved signatures should be written, not printed. Frederick j bennett.

- € I live in Revity house on Montrose road and only leave the premises to go to the doctors office and home again. Therefore, I cannot complete your survey because I am new to your state & city and can't get around too well.
- € What the city is doing to the town center merchants is immoral and wrong! City services have gone from very good to poor in the last few years. This seems to go along with the tenure of the city manager. The city is not doing nearly enough to make walking a reasonable experience made by the drivers as they encounter conditions on the road? I walked the streets during and for days after the snows. I considered the difficulties and still found the performance substandard. I've lived in Buffalo and Plattsburgh NY and I know it can be done better.
- € Unhappy with secret meeting by compensation commission to double mayor and council pay. Unethical act by mayor and council appointed board. Mayor and council should reject proposal and take come cola that is being given to city employees.
- € I'm sure many complaints were received due to the poor snow removal service. I also understand that we don't have a consistent weather pattern. Never the less, I plowed snow professionally for 4 years and I have an experienced opinion. The drivers were poorly trained for their task and some were surly. But, I fault the planning/training for the failure. How many types of intersections are there? How should each type be approached so that each is opened properly? What choices should be
- € Our house is in the county of Maryland not in the city of Rockville although we use Rockville as our address. I would like to be counted in the city. The line to be moved. Because then we would be entitled to more senior privileges and senior help for our house.
- € Please do something about the trash collection. I have lived a long time, lived in various cities and Rockville has the worst service.
- € Please do not send me anymore surveys to fill out, I'm too old. Junta Ausustine.
- € Better sidewalks. Outside cafes. Improve appearance around Magruder's area!
- € I have only lived at this address since Feb. Some of these answers could be different if I lived here for a longer period of time-say a year.
- € We like living in Rockville but it is getting to be like a big city-too much traffic on roads like route 255 Rockville pike.
- € We are very much in support of the town center project.
- € The town center redevelopment plan is the most exciting & positive development in my decade of residence here. The planning staff mayor & council are to be commended for creating a top-notch plan which is certain to heal the wounds we inflicted on ourselves in the name of "urban renewal." full speed ahead! I also commend the city for the historic designation for carver school, and strongly encourage great care in managing this historically sensitive property & valuable open space.
- € Would love to see some improvements in traffic flow.
- € Provide more opportunities to buy reasonably priced homes. To own a home in Rockville it seems you have to be wealthy or poor enough to qualify for a program to buy a house. Moderately priced housing is a must to have a true diversity of people in the neighborhood.
- € We have a dog. The city animal officers have been fair, honest, strong, tough & friendly.
- € 1-streets need more lights! Some are dark! 2-traffic light at Fleet St & Wootton Parkway is needed. 3-more benches in parks for elderly people is needed 4-parks must have more flowering bushes like azalea and etc. More color is needed.
- € Inspection services failed to tell us who the rat was who called to have snow removal inspected. We've got a rat in our neighborhood.
- € I am extremely happy to be living in Rockville! With budget constraints & faltering economy it's easy for a government to get passive or complacent-Rockville has done neither! Great job!!
- € Sidewalks in certain critical roads eg Glen Mill road. To get a bus, you take risk walking on glen mill road.
- € We are in an area of Potomac that does not receive Rockville city services such as leaf pick-up etc.
- € Yes, why is it that some homeowners can do and park whatever they want in their yards and on the streets and others can't get away with it. And how come you have these foreigners come over here and buy up the homes and make or add on upstairs and rent them out to other foreigners, but when we call to complain the first thing they tell us is "oh, they aren't doing that". How do you know if you don't come out and check it out. There are homes being used as businesses right around the corner. They put these stockade fences up to hide the company trucks so the city can't see them, but if the inspectors were doing their high paying jobs then they would see this going on! I can go on and on.
- € I know the mayor and council are very pleased with the charter's commission work. I was somewhat disappointed with their overall job. I have called the city twice this year. One to request special pick-up of potential toxic materials and a second time to request the forms for automatic deduction of my water and refuse bill. On both occasions I had to call again because they didn't follow-up. After my second call on both occasions, I received prompt service. I wish the programming for Rockville channel would be available

through the Comcast TV guide or on the TV channel while the programming is off.

- € Please consider the density of housing development. Too many town homes, single family and condos on too small a parcel. I believe these projects are the future slums. The impact on the environment and traffic are substantial. The speed at which drivers are traveling on sunrise drive in Rockville is a problem -the city police and city traffic controllers should look at soon and before a child is killed or a senior citizen.
- € Unsatisfactory resolution following an accident incurred by tripping into water/sewer hole when manhole over tilted. I had minor bruising but received poor consideration and follow-up by the city for something for which Rockville is responsible. Street plows knocked over our mailbox (and others on the street) when plowing this winter. The city should have responded. Telephone # 301-340-7424.
- € Reduce trash collection to 1 time per week and lower rate slightly.
- € We are worried about so many children hit by cars near Wooten h.s. we are new residents since last July. We have heard very worrisome stories about shady grove Adventist hospital. It seems to need a major overhaul. Also, the classes at the public schools are much too large here: 29 children and 1 teacher for 4th grade is not working out well for us. The new middle school our other child attends seems too easy--there never seems to be any homework in any subject areas. It is not the least bit inspiring or challenging - a disappointment since this (edu) was our primary reason for moving here!! There should be a new post office branch at the new Falls Grove shopping center too. Otherwise, we love the amenities here - all very convenient. It would be great if the Johns Hopkins u branch @ shady grove would increase its programs for post-grads in the community. I would love to get a professional degree.
- € Regarding #14m: recreation centers: there are some nice rec centers in Rockville, but none are near my home (not even close). I would have loved for my 3 children to have had the same opportunity to use the rec centers as those children who live near the rec centers. My taxes paid for them too! Regarding #14 tree maintenance: after several years of pleading, the city finally came this spring to trim the trees on our street. My general feeling (and that of my neighbors) is that we who live west of I-270 are considered by the city of Rockville to be "privileged" in some way. We have worked hard to get where we are, but I always feel that the city services are directed to downtown areas, or less privileged areas. I don't want special treatment, I just want to have equal treatment. That being said, we do love Rockville.
- € I moved to Rockville in 1972. Overall I think that the area has been way overdeveloped. The town center is a disaster and continues to be a blight to our city. Bikes have been given too much attention. We need a foot friendly city. One can't walk to metro from the west side of 270!!
- € Speeding is a major problem, including city and emergency vehicles (without siren/lights). Instead of raising trash collection costs, why not only pickup once a week? Twice is unnecessary. We were cited for a fence permit violation, which is hypocritical when I see all of these "violations" by my neighbors. Hopefully the town center project will breathe fresh air on the old-looking buildings - very dated now. People move to this area for the schools and money is being taken away from them and programs cut. Also, no dog parks - needed!!
- € Increasing taxes is a major concern. Animal control by city is good (or perhaps it is county). Picking up after dogs is a big problem, dog walkers do not clean up after their animals.
- € I tend to link the problem I see in Rockville to that of Montgomery county in general, uncontrolled growth with no concern about traffic, schools, etc. When all these new developments are occupied, the traffic jams will be enormous. I will retire in a year or two from a second career, 30 years in the military was my first career. I will retire out of this area.
- € A continuing care facility is needed in this area.
- € Overall I am extremely happy with the neighborhood that I live in (Rockshire), although it is somewhat unique to the previous "culture" of Rockville. I am very pleased with the new housing developments.
- € What are the plans for senior retirement homes on one floor? And in extremely good surroundings and uncrowded. Community police surveillance for neighborhoods. Inspections of community properties, especially back yards in good neighborhoods to prevent rodents and also to keep prospective buyers from possibly purchasing well kept homes.
- € I love Rockville! But I am concerned about traffic and overcrowding in schools with so many apartment and condos being built in the city.
- € Don't charge such erroneous rates for late water/refuge bills.
- € There should be less housing available in the area to people who can't afford the rent. If you can pay the rent move into the housing, if you can't move where you can. More streets repaired from snow. Less housing development and office.
- € No more changes to Rockville town center.
- € I am a widow of several years and continue to live here although I am an "old" New Englander. I am fortunate to have a stable, caring neighborhood and feel a part of the community of Potomac/Rockville.
- € I will be moving out of the Rockville area on may 1, 2003. Although I have lived her for two years there are things that I don't know about. Therefore, I can't express opinions about the questions you have asked.
- € Enjoyed living in the city of Rockville. City of Rockville is a great community and it has been improving every year. Keep up the good work.

- € Losing one of best grocery stores. No hardware store. No dept store. No mall. No Sams or Costco.
- € Remove bumps on Seatt drive. Police Viers drive for speeders. Run yellow lines entirely middle of Viers drive. I appreciate this questionnaire! Thank you.
- € Strongly against putting Magruder's and other businesses out of business to develop town center. These serve Rockville residents (and others) more than some shiny new buildings for offices and apartments.
- € Overall it is satisfactory. Keep up the good work. Do your best. Thanks.
- € Almost every mail box on my street is damaged from the tree pruners. Some residents have asked for reimbursement. There has been no response from the city. I guess you think if you ignore us we'll go away.
- € We use Magruder's every day. Magruder's is a well-stocked store, better than the average grocery store, has cultural diversity, convenient for Rockville citizens. It is such a thriving store, it seems crazy to push it out. Prices are reasonable. Can't a good space be provided for Magruder's? Enjoy the homemade bread store also.
- € Hometown holidays, memorial day weekend is excellent! July 4th fireworks are great too! Keep up the good work! Also, change Hurley avenue's speed limit to 30 mph.
- € I appreciate the opportunity to share our opinions via this survey. However, it appears questions regarding the over development of Rockville and the negative impact on the quality of life here were purposely not included. There's too much building going on here. Is the city government concerned about the city residents opinions about that or does the income generated through these building projects far outweigh the opinions of the Rockville residents?
- € Sidewalks using brick not maintained, as bricks are often loose or missing for extended periods and create a hazard for pedestrians.
- € I think that the city should make more of an effort to communicate with residents and citizens whose native language is not necessarily English and those who would feel more comfortable if some of the more important information regarding the developments of the city is available in other languages like Spanish, Chinese, korean, etc. With this increase of information in other languages, better communication and relationships could be forged between residents and the city.
- € I am a proud citizen of Rockville.
- € Thank you for pictures & history of planning redevelopment. My husband & I use that area regularly for movies & meals. Missed info on rock TV channel during elections, had council meeting with Rose Morgan & some incumbents. Wanted a good interactive program with all who were running for office. Info on library was not clear. Felt new housing development at Fallsgrove & King's Farm overcrowded. How does this impact Rockville services? Who dreamed up giving the vote for Rockville citizens to resident, who are non-citizens? Read it as a recommendation to Rockville council. Why bother being an American? Why is English not a priority?
- € Need better notice on fall leaf vacuuming.
- € The garbage and recycling service has gotten progressively worse over the past year. After 35 years in Rockville, I despair of anything happening with the town center, i.e. compare successes of Rio/Washington.
- € My husband would like more bike paths. We also really wish a smoother transition could be had for Magruder's, Hivo, CVS, Guiseppe's, Harc lac, Vignola, treasure chest, Chevy Chase fsb, Waygoose, Mail Boxes etc., Ziponi, Starbucks, Harvest Bread co., Made by You, Bee and Wine. We are worried about the down time.
- € Information on following: city of Rockville budget information compared to other Montgomery counties (cities). House taxes information comparison. Business opportunities information to bring in more people in Rockville city.
- € Rockville needs to offer once/week or 2x/month refuse collection. I recycle and compost and have very little trash. I do not like paying for 2x/wk collection. It is insane and unnecessary and uses too much gasoline driving trucks all over. I put out 1-2 cans of trash about every 3 weeks & recycling once/month. City needs to replace pipes going from house to street since they are all clogged, old and breaking. Keep Magruder's-people don't like to see giant with a monopoly!
- € Our condominium home is not within the city limits, despite 20852 zip code.
- € In the past decade I have seen what appears to be very costly buildings built & torn down in town center area. What I see built are of no value to me, don't look to me very useful to anyone. Looks to me like a lot of money wasted-maybe you have money to waste. I don't. The planned town center looks to me like more of the same. A lot of money spent, and it will not benefit me-except for the library. I have yet to see a financial disclosure/analysis of this project. Whose money will build it? Who will own it? P.s. to me the king farm development is an abomination-a future tenement. And what if a fire gets past the sprinkler system? I have seen a few recent fires where it has in small apt units.
- € I think the taking of the land under eminent domain with the plan to sell it back to the same owner is shameful and a perversion of the law.
- € Please have some control over the renting system. The rent is out of control for a single family simple parent like me. I am working hard without any help from the government, but the rent is what's killing me.

- € I love living in my community in Rockville.
- € Rockville is a fine place to live and raise a family. Brick sidewalks & streets look nice, but seems the quality of the bricks & construction is poor. Many loose & missing bricks. Where do they go? More trash cans needed / too many plastic bags hanging in trees!
- € While I agree with the overall thrust of the town center development, I feel it has too much parking. There is also a need for more residential units in the town center area and in the city as a whole. More attention needs to be paid to alternative form of transportation, especially biking and walking. The city should look to work with ride-on to look at getting buses on 10 minute headways on the arterial road and redo some of the bus runs that circulate on neighborhood streets.
- € Rockville is a nice place to live. The parks are well kept and the streets in neighborhoods are kept clean. There are a lot of things a resident can do either collectively or individually. Magruder's grocery store should stay!
- € We moved (stayed) in Rockville for the excellent city services. Though I am worried about the future of our smaller, independent merchants, I am in favor of a new town center...if it is not going to be too expensive for family-oriented businesses to operate in. We love walking to the store, the movies. Let's keep that aspect as well as our beloved farmer's market! And - thanks to all the Rockville police during the sniper incident! Note: any update on the unsolved murder at the consignment shop? Very little information has been released.
- € Some specific areas are excellent, calls for emergency plumbing checks responded to promptly, great refuse collection, but other areas are spotty at best. Maintenance of median strips, green care and inspection of neighborhoods leave something to be desired. Those who live in upscale areas seem to get more time and attention on these details, but a city is made up of all areas and all residents and should provide equal care for all.
- € We find the bumps on Scott drive to be very annoying, especially after surgery. People run over them like they are not there, but we have smaller cars and feel they damage the cars without doing much good. But we love living here!
- € Do not demolish Rockville shopping center.
- € Glad to be leaving Rockville soon. Too much support for "civic programs" and not enough for citizens. Grotesque level of support for "diversity", which 90% of the time means illegal aliens, who commit disproportionate crime. Given that, statistically, I'm one of your better-off residents, you should be sorry to see me go. I'm going to hit your pocketbook. The Magruder's situation only displays the contempt for citizens and the fiscal idiocy of the city! I moved here on purpose 23 years ago. I am leaving equally deliberately.
- € Rockville is a great place to live and raise a family. We appreciate all the great services from the city, except the leaf pickup service. When we first moved to Rockville, the leaf pickup service was great, but over the years it became worse, especially this winter when we had a lot of snow on the ground mixed with fallen leaves. I would like to see if it can be improved.
- € Please try to make unused or business vehicles removed from our otherwise narrow neighborhood streets!
- € The county should offer more free English programs for new immigrants. For example, offering tutoring in English at county libraries via phone. 2) ride on buses should be more frequent, e.g. 30 minute interval seems too long. 3) the county should effectively monitor rental rates in the areas, e.g. rent control.
- € Rockville is a good place to live, but the government continues to bow to major developers. Grants far too dense new housing and looks as if they will again create a disaster for the city center. Here we go again. Why?
- € Not enough time to cross 355/king farm blvd to metro; rush hour somewhat better than other times of day. Speeding is excessive in king farm. Commuter parking along king farm blvd excessive and crowding area. The recycling plant is great!
- € #25: whether buyers or sellers, Rockville must find a way to accommodate more of its working people. #2 I, m, & n: Rockville is looking better all the time, but remains somewhat loose and tacky. I like the traditional looks of recent properties. However, construction appears to be a tiny bit shoddy. Will they maintain good-quality looks in my lifetime? We must hope so.
- € Traffic - we avoid downtown Bethesda because it is not vehicle friendly. We are concerned that Rockville will face the same problem when the town center is completed. Refuse removal - in the past, we had thought that refuse removal was excellent. However, more recently, the workmen seem very rushed and tend to leave litter scattered sporadically in the neighborhood.
- 1) I despise the huge new office buildings in downtown Rockville. 2) need more bike/running paths in old town Rockville. It is too dangerous for pedestrians (running) or on the road (biking!). 3) something has to be done about traffic on Mannakee below Welsh park after circle. Too many kids are either hit by a car (another one today) or almost hit. People go too fast and ignore stop signs. The "new" speed bumps are a joke - people can, and do, still speed right over them.
- € I would like to say that I support your decision on renovating the Magruder's shopping center.
- € I hope some of housing will be for senior citizens on h.o.c. maybe more apts. For senior citizens on h.o.c.
- € Although I have completed this survey, my address is just south of Montrose road in the old farm

development and I am not, therefore, in Rockville city proper.

- € Until recently I was pleasantly surprised at how efficient the service/government works. However, after 11 days w/o water and \$2,300 out of pocket expenses to repair a water leak under the city's sidewalk I am a little unhappy. And the sidewalk's still broken too! It would have been helpful to have a timeframe which the repair inspection was to take place - other than "sometime today". Overall, I am pleased. I am single and own my own house with great neighbors (mostly) and efficient services. Of course, I don't live in upper Rockville. I am in Twinbrook, which could have nicer aesthetics and nicer shopping centers, but it is affordable. On several occasions I have commented on how good our service are and how thankful I am. Thank you!
- € Try to keep McGruders in town center.
- € Metro access is great. Please capitalize on the fact that king farm is so close to the metro & make walking sign last longer or build an overpass! Make it a better bike community. Bike lanes or sidewalk. Ex: Boulder, Colorado. Encourage more "smart growth" development/more greenways! Encourage more water saving tips for home and outdoor use! Thank you for asking for community input!
- € Speeding and stop sign running is rampant in my neighborhood. I think the speed limit signs with "your speed" displayed are very effective.
- € Improve rt 355 traffic. More function for young professional. More variety for different sports recreational league.
- € City now pays lip service to citizen involvement. Recent actions by mayor and council have created a negative image for city and citizen involvement. "lone wolf" mayor is turning off people who can and would make city a more desirable place to live.
- € The king farm development is an absolute travesty!! It wasn't needed, and it only makes the traffic congestion on rt 355 far worse that it already is. Ditto for the high-density housing being constructed on shady grove road across from the hospital. Rockville city and Montgomery county government is controlled by real estate developers who answer to nothing higher than their own unquenchable greed, lining their own pockets at the expense of quality of life for established residents. This winter's snow plowing on my street (Forbes st), was the absolute worst ever done since 1958.
- € What is being done to initiate the traffic impact that will occur due to the town center redevelopment and that of the king farm constructions? You must do something to free up the old giant store or some other suitable location for Magruder grocery store. If you do this so they only make one move, it will be a great boost to the mayor's incumbency. If not, good-bye Larry Giammo!
- € Our big disappointment is that the high schools have become institutions, not caring environments. Perhaps it is expected with 2000+ in a school, but disappointing, but none-the-less. We would not do it again.
- € Non-citizens should not be given the right to vote in Rockville elections.
- € We moved to Rockville because of king farm center. We love the amenities and ease of living here. We moved to Rockville from Clifton, Virginia. Northern Virginia, we believe, is years ahead of Rockville (not including king farm center). The city, architecturally, is very unattractive, except historic Rockville. Proposed town center, from a planning point of view, misses many opportunities. Storm water mgmt - ponds in Rockville is very unattractive. King farm is exception.
- € Please remove the snow at the end of sidewalk.
- € More mail information. When shoveling snow from roads make sure they shovel the sidewalks too. Thank you
- € Excessive noise generated by both passenger & freight trains at night. Large bird population in the Morton road section of Rockville. Drag racing by cars and motorcycles at night.
- € It would be nice if the elected officials would be more concerned with the citizens and businesses of Rockville than their own political ambitions. Rockville is not an urban community nor does it wish to be. Unfortunately we will be forced to pay for the "mayor's folly."
- € Good survey form!
- € Rockville is a good place to live overall. Town center redevelopment may create a focal point, a gathering space "but" Rockville has done a very poor job at promoting pedestrian friendliness. Until that is overcome that vision can not be realized. Montgomery county spending several hundred k on "teaching" pedestrians is not the answer. No tolerance, strict enforcement on auto drivers must be put into practice. You need to adopt European standard "moment someone steps in crosswalk-all cars will stop in all directions." crosswalks need to be clearly marked and district and Rockville pedestrian safety first announced at each crosswalk. This is a culture clash in part-I lived in dc for years and do not own a car and understood/saw policing/ticketing at crosswalks. Moved to Rockville and noted how few people walk even to local metro. The most noted thing about Rockville is culture change beyond the auto-we need dog walkers, stroller pushers, bike riders, grocery cart pushers, power walkers, metro commuters, leisure walkers out and about enjoying our neighborhoods-taking pride and promoting friends and family visit. We need a colonel brooks or a roys-somewhere for happy hour/dinner.
- € I'm delighted that we are & have a new and bigger library, with adequate parking, but I think it's insane to

tear down our one viable shopping center as part of the plan. No one benefits from this except the realty company-I'm really sad that you have listened to them rather than to the citizens.

- € Thank you for your efforts to improve our quality of life in Rockville. Keep us proud!
- € I would like to suggest that the landscaping of the town center be multi-layered, biodiverse, less sterile, less in straight lines, & more. Think about continuous bloom. Think about community flower beds-scouts, school children, citizens planting trees. One pest, drought, frost etc. Can wipe out a whole section if it is monoculture.
- € We're very unhappy about the railroading of the Magruder's strip mall. We patronize many of those businesses, and find it extremely inconvenient that they are forced to close. Tell giant to stick it!
- € Very happy about the new Rockville town center coming. I own a restaurant by the regal theater. Customers have said they would feel more comfortable if more visible police presence on fri & sat nights by regal. Some customers say they wouldn't come to regal on fri, sat nights because of all the teenagers hanging around in front of regal. I've heard of several fights in front of regal & in parking lot. There were occasions at my restaurant where it looked like a fight was about to break out. The police were called right away but didn't get here for 1 hour (thus the low police ratings in this survey). Otherwise, very happy w/Rockville & where it is going! The survey was a great idea. Thanks!
- € King farm telephone service should come from city of Rockville and not Gaithersburg. We pay Rockville city taxes and have very limited phone service included in the bill.
- € My wife and I live in a condominium in king farm. Since we are 81 & 82 years of age that is why most of the answers were in the n/a answers.
- € I like this place.
- € We currently do not receive the recreational mailings from city of Rockville, as the post office does not deliver them here. We spoke to the po and asked that the rec dept do the same, but after 7 mos we still do not get that mailing. Displeased with planning board and planning dept. They are not thorough enough and do not follow through with issues such as noise abatement and parkey. King farm was approved with a 1.7/1 parkey ratio. That is not sufficient.
- € Aside from growing pollution from cars, a very nice place to live and work. Most important issues are social & traffic & air quality.
- € You stirred up a hornets nest on the city vs Magruder's. In removing "all" businesses from Rockville town center you have done a disservice to the citizens of Rockville and a rural hardship to their loyal customers.
- € Because I rent, many of the services listed are not paid for by myself. Since I work for Montgomery county government, I learn a lot through my contacts rather than your publications.
- € Feel badly about the businesses that must move out of town center-n Washington street. It is an excellent group of shops and restaurants.
- € Impressed w/town center planning and info shared w/community through meetings w/mayor.
- € Mayor and council are letting too many new apartments be built. They won't let big box stores come in, saying it will generate too much traffic, but these apartments will cause just as much or more and the city loses tax money because I go to Gaithersburg Germantown to go to target, Kmart, Costco and the like. Discount shopping is not a dirty word! Everyone should have to recycle, not just single family households. People shouldn't have to break down boxed in order for recycling services to take them - mo. Co doesn't require this and it's hard for people like me who have arthritis to comply.
- € I am concerned about the fate of Magruder's in town center. This grocery store is a Rockville institution and should be given special consideration. The homogenous nature of every giant and Safeway splattered all over Montgomery county is very boring. Magruder's provides an unique shopping experience. In addition, I'm concerned about the amount and location of parking which will be provided for the new library.
- € Trees and shrubs on main streets are appreciated. Landscaping is money well spent.
- € Residential development in Rockville needs to stop. Thomas farm development, following the king farm development is way too much. My husband and I recently moved out of Rockville city to a less congested older neighborhood and enjoy the peace and quiet, but not the light pollution from Thomas farm development. traffic is horrific and needs to be enforced, especially on rte 28, entering the city.
- € I am concerned with the development of the new town center. Building time, cost, businesses closed and relocation, etc., etc., etc. What will happen to taxes. As a retiree I can hardly accommodate the present tax base?
- € Some streets, like Clausen? Ave in Rockville are not safe. It's dark. Snow removal was good this year. Thanks. Swim center and parks are good. Need some more toddler friendly play areas.
- € Tearing down the north Washington (Magruder's) shopping is one of the most ridiculous plans I have ever heard. The shopping center is extremely busy and serves a large and diverse community. Many of the stores there are unique and will have trouble rebuilding their audience after 3 years. Totally bizarre planning strategy!
- € I really like the landscaping. The trees are beautiful and really attracted me to the area. Low crime and good

schools are a bonus too. Need more consistent info on court regs, passport info, marriage licenses, etc. Not always clear/accurate. Traffic can be really bad on 355, of course. Frustrated with recycling and trash - not always clear why it's not accepted (recycling especially). Also, very irritated with people soliciting in the middle of the road - rose vendors, high school teams, everyone. I think the only people that should be allowed are the fire fighters who know how to keep out of the way, and are an obviously bona fide charity. Oh, and while I love the landscaping, it's horrible to see so many townhouses that are sometimes crowded and difficult to afford taking its place. We need the trees to counteract the pollution. And we don't need houses shoved into corners between major roads (270 & 355 near Bethesda is stupid location to develop!). Don't want to pay for metro if they don't provide service, no matter the line. Suburbs getting screwed - parking & escalator problems.

- € "target inc is about to build behind the Montrose crossing shopping center just north of Randolph road...target officials met with Rockville city planners as a courtesy last week to let them know what was to be built in their backyard...council members and mayor Larry Giammo are steamed because it is a project they have no control over, but one that could greatly affect their city. Giammo said he is 'phenomenally concerned' about traffic...the council resolved that a representative of the city enacted a ban on 'big box' stores with more than 65,000 square feet of gross floor area in 2000, after a six month moratorium on such projects that brought to a halt a proposed Costco store at congressional south shopping plaza. The above is an excerpt from a recent gazette article and shows, in my opinion, a mayor and council that are sensitive to issues of runaway growth and traffic gridlock. I wish the mayor and council (dating back to Doug Duncan) were as sensitive to human needs and the environment in other areas of the city. During imagine Rockville in 1997, I fought hard to have affordable housing included as part of Rockville's dream. It was not an agenda item and, in the end, it became a sub-issue under a broader heading of quality neighborhoods. As such, it did not receive much attention. I believe that this lack of attention to affordable housing for residents is to Rockville's detriment. The city has a great reputation for supporting its shelters. It has an active housing authority. And I believe it participates with habitat for humanity. Yet the city also builds a magnificent king farm that offers housing that many residents cannot afford. And it builds a town center and forces the small businesses and a moderately-priced grocery store to leave. I am troubled that the city was allowed to build king farm without presenting a plan to help pay for the inevitable increases in traffic. I did not hear other participants in imagine Rockville who would support this; there was much concern about alternative traffic solutions. On the topic of town center, I lived in Rockville and experienced the issues surrounding the Rockville mall. I agree that Rockville needs a vibrant town center and that the old mall had to go. One big issue of the old mall was that there was no large anchor store to draw consumers who would also shop at smaller businesses around the core. I am confident that this issue is being addressed in town center, where there is planned a mix of housing and retail, with an emphasis on green space and pedestrian areas. I do hope this plan works. I am saddened, however, to see that a number of current businesses are being forced to leave. Magruder's was forced out of south congressional plaza a few years ago and now is being forced to leave the center of Rockville. I have heard that the store was interested in moving into the recently vacated giant site on north Washington street and that giant opposes the potential competition. I wish the city would take a more active approach in working with both giant and Magruder's toward a resolution. I think residents in the adjacent residential areas need moderate prices offered by a store such as Magruder's. Other small businesses are having to leave also. I have talked to the owner of Guiseppis, who is upset at having to leave after so many years at that site. Though I support a renewed town center, I do not support forcing out the current businesses. Montgomery county is one of the richest areas in the country. As the county seat and an incorporated city, Rockville plays a pivotal role in what happens in the country. Many residents have liked Rockville for its small-town atmosphere. That held until the end of the 20th century. Now, it seems, the city is growing past that. An unfortunate by-product of such growth is leaving certain groups to fend for themselves. It will be unfortunate if Rockville forgets that it has always embraced diversity. I want to hear the mayor and council do more than give lip service to that concept in coming years. (see metro section, page 1, of the April 15 Washington post for discussion of affordable housing in the suburbs.)
- € I strongly object to having the Magruder shopping center torn down. It has been a convenient and pleasant location for all our shopping needs. Why get rid of a good thing?
- € My mailing address is Rockville and my zip code is 20850. However, I do not receive city services for trash and snow removal. When I lived within the city limits, those services were excellent.
- € I have been here since july, moved because of work in silver spring. Nice area, very busy because of all of the restaurants and shopping, which is good and bad, both. Live in apartment which keeps me in a nice area.
- € Traffic is just too bad, especially 355 from courthouse to white flint.
- € I do not want library services to be cut back. I want to have access to Magruder's while construction in town center is being developed.
- € Poor decisions and lack of thoroughness on the part of the planning dept. And board. I saw the board meeting about the Tasti-Cream donuts and I think that they were more interested in getting free donuts than in noise abatement and traffic flow. What a disgrace. Also, king farm village center is a fiasco. Very poor planning is evident. Parking is horrendous!
- € We find the city lonely. We would love less traffic and less congestion in building rental apartments in our area. We have more traffic accidents due to more buildings in commercial and residential areas. We hate

that, and that alone is enough reason for us to move to another city. The city service is very good.

- € Development has expanded much too rapidly w/o sufficient expanded infrastructure and transportation. Travel by car is never a pleasant experience in Rockville. Montrose pkwy should have been built years ago and we strongly oppose the plans for the convention center, as Rockville pike is impassable as is. Due to the unplanned explosion in population, even finding parking for shopping has become unpleasant and difficult. Public schools are deteriorating rapidly and programs for better students are so abysmal our child attends a first-class private school at a cost of over \$20,000 a year to us. This is disappointing as we expected far better from our public school system.
- € I am over 80 years old and I use a walker. I live at 1801 e Jefferson st. I often walk to my dentist on Rollins ave. I cannot walk to Rollins ave. In the autumn because of the buildup of leaves, and I cannot walk in the winter because the pavements are not free of snow, so I need to call a cab at my expense. Thank you. Rockville resident.
- € I live at king house, independent living facility. Rockville is a good place to live.
- € Do something about the parking around city hall and, most importantly, clip the wings of that awful, unfriendly "meter man" passing out tickets. Is he on a commission instead of a flat salary!! If you want us to use/register for recreational services, return library books and pay water bills, give us a break! I am very concerned about the high density, multi-family housing currently being constructed. How will farmland elementary absorb all of these new students? Bursting at seams now!
- € Some streets need to be topped after the salt and snow removal. Streets, sidewalks and paths need to be vacuumed and swept - gravel everywhere.
- € I can't believe the town center redevelopment can't be done in phases to allow Magruder's, the Italian store and others to be closed for only "a month". Any construction/development company with quality management and experience can always plan it that way. It is inexcusable that you can't do it! Fire the current construction company if they can't, and hire a competent one that can. Everyone I know in Rockville feels this same way. No one believes it can't be done. Everyone believes that it can't be done. Everyone believes there is some hidden agenda to pretend it can't be done.
- € Please don't close down Magruder's grocery store. It is by far the best place for produce and the prices are very competitive to keep the major chains in check. I have watched the closing of the Magruder's at congressional plaza. If you close this one at Rockville, the only other accessible one will be Gaithersburg. This will place a lot of hardship economically and convenience wise on the many elderly that depend on Magruder's.
- € I think Rockville is a wonderful community to raise a family in. My only comment concerns trash & recycling. It seems that sometimes items aren't taken for whatever reason. Infrequent but also inconvenient.
- € Occasional public transport would be helpful.
- € I sometimes think there is too much road work or water work. My water has been shut off for work at least 4 times in the last year. I've seen road work and curb replacement in the past where it seemed to not need it. If the city values trees so much then why are there wires running through the branches in such tangled fashions? I moved from the Twinbrook neighborhood because it's frightening to see the tangled messes over there (although west Rockville isn't much better). City does not do enough to prevent too many tangled wires and trimming the trees back (sacrilege, I know). My roommate's car was clobbered by a Rockville tree branch that fell last year!
- € I could live with trash collection once a week. I have no use of the TV channel or the web site. I am not sure we need city police.
- € Re:#4 - would like to live in a progressive community with diversity of people, but Rockville has a long way to go in uniting east & west and involving Latino & Asian communities. #25 proposal will not help progress in this regard. We are excited about town center and thank the current administration for their perseverance and forward thinking.
- € Rockville is already over crowded. The additional development planned for town center will create an urban traffic nightmare. I plan to leave the area within the next year to move to Virginia where I believe I will get better value for my tax money.
- € Disagree with mayors thinking of allowing non-citizens to vote! He lost my vote and always will. They should speak, understand and most of all read & write English.
- € I wish the Washington st shopping center was to be left alone. We do not need the traffic nor the loss of the stores that serve our community.
- € Some, very concerned about oversized vehicles such as rv's and boats parked on the street. It makes me feel real unsafe walking in the neighborhood.
- € Service at the city's public library could be improved. The personnel are often unhelpful and discourteous. In my opinion they are not up to the standards of other city employees. Maybe they are overstressed, I don't know, but my experiences with the library have been unfortunate.
- € More affordable rental units. Please don't close down Magruder's. Keep Rockville a mixed community with all income levels. It's moving too quickly into the higher income brackets. Thanks!

- € Our garbage collection is excessive. Once a week would be plenty. The senior center machine room is useless without someone in charge to guide seniors. I'm amazed you are not sued weekly. One orientation does not an expert make.
- € I want to know more about the untrackable process of billing utilities without seeing a meter.
- € Sorry we are losing our convenient town center like Magruder's, CVS, etc...
- € I would like to see more craft classes. I would also like to see some of the senior classes at night when those who work can attend - it is not only seniors who would like those classes and doesn't seem equitable that so many are offered in the daytime only. I especially want to thank you for the professionalism and helpfulness of those who work for the city of Rockville. Our biggest problem is traffic & congestion. I would like to see more effort to reduce it.
- € Relationship between city and county is good! Water pressure in king farm area is feeble. But planned development in other areas is still going on including massive high density. In king farm the sediment ponds were planned to become parks with overhead platforms and observation areas. It was ill planned and ill conceived including waste of money for removal. The construction of a storage facility on rte 355 just north of i-370 has been approved and constructed right up to the road. This is absolute bad design for the present and future of the 355/i-370 ramps and shady grove intersection.
- € There are several(too many) houses in the area that have multiple families and boarders living in them. Since I lost my hearing in 1993, I'm not doing much activities any more.
- € I think you should do surveys that let the citizens voice where or where not to spend the budget.
- € Reconstructing the town center is ill advised. Our town center has been completely destroyed 3 times. Those that "re-designed" it have all moved on or away. The present shopping center is very satisfactory and should not be changed. We love our Magruder's and the other shops and restaurants - if it ain't broke - why fix it??
- € We strongly support the redevelopment of the Rockville town center! We are very grateful to the mayor and council for following with the development plans. This will be a wonderful addition to life in Rockville.
- € Keep Magruder's in Rockville. New development plans make Rockville look just like Bethesda. They change Rockville too much.
- € I am disappointed that after allowing the property owner to eliminate the Magruder's on Halpine drive (i walked to it) the city plans to eliminate the Magruder's in downtown Rockville(a lot of people walk there, if not me personally). I'll have to drive to Gaithersburg for affordable groceries! Why not ask the folks putting up whatever it is on Halpine to redesign for a Magruder's & a hardware store on the ground floor. Normal people live in Rockville too!
- € There are too many high rise buildings in Rockville center. I speak for many, many people who shop at Magruder's and would miss it if removed. We shop there out of necessity and reasonable or affordable prices. Do something at the old giant shopping center if you must. Sincerely, Ann Masler
- € Keep up the good work
- € The mayor & council are wrong in their town center development plan - if they proceed with condemnation proceedings on the Magruder's shopping center, they should also do the same for the old giant property. The city residents will suffer greatly if Magruder's is forced to leave the city.
- € Too many speeders in residential neighborhoods. Unsafe biking on streets due to distraction of cell phone users. Not enough ticketing of speeders, large trucks & vehicles on residential streets. Too much control over & concern about individual driveways, canopy parking areas on personal property - too much concern for appearances & not enough safety in general. Rockville police not very responsive to after hour noise issues.
- € I don't get Rockville city services, so don't have contact in those areas. No cable or computer but get mailings, use recreation centers and parks a lot - great job!!
- € A great place to live, but too much building & development, crowding roads & schools!!! Driving is time consuming & difficult & education quality is suffering!
- € Concerned about too much residential development.
- € The community enhancement and code enforcement dept. Is an embarrassment to the city. This Gestapo organization should be disbanded at once and the money used to fund a tool library to help people maintain their homes.
- € The Twinbrook area (Farragut ave) needs a sidewalk. Also a stop sign at Farragut and Dineburg intersection is needed, people do not stop. Put speed bumps on Farragut - people speed 40+ mph when driving there.
- € I moved to Rockville from Pennsylvania after graduating from college almost 1 year ago. I have not gotten very involved in the community yet(partially because I don't have a family). Overall, I have enjoyed my time here so far and think it is a very nice place to live.
- € Construction of too many buildings both residential and commercial make neighborhood congested and unsafe.
- € There is too much construction of new commercial and home buildings. Any home, be it condo or house, is

extremely expensive. Only the very wealthy will be able to afford to live here. You take care of the very rich and the very poor but not the folks in between.

- € Lincoln park is unsafe. I pay market rent but I don't get what I pay for from my complex or my city.
- € Again - please take eminent domain over the old giant store property and sell it to McGruders - giant does not have the right to keep that property out of the open market. McGruders serves a very special service to this community.
- € Where are the trees in the city center and in newer developments? Traffic is getting bad. Poor enforcement of red light laws. Add historic site map and walking tour map to city web sites. All city residents (not just citizens) should be able to vote in city elections(permanent residents, holders of valid visas, home owners, etc..)
- € Open more recreation centers. I join badminton club and we have over 100 members in the club. Too many people and too little time. Some times we have to wait 45 minutes to play for 15 minutes. Most of us doing this after work to get some exercise or to keep ourselves from overweight and sickness. But we have no chance to play (the community center only provides 2 nights/week, 2 or 3 hours per night).
- € Need to improve public transportation - hard to get around if no car or cannot drive at night.
- € There is little respect for owner's property and far less for the neighbor's. The over crowding in houses is making a parking lot of the residential streets and contributes to the litter on their own property, the neighbor's and the street.
- € Cut through traffic is a major concern in my neighborhood!
- € Overall the Rockville community is excellent and functions well between the local community and its governance. Public transport and amenities are generally very good. Services on the whole are very good. I am impressed with the plans for the city center and look forward to their implementation.
- € Sorry McGruders area is being dismantled. Didn't like the way the big box stores were handled, ok and then not ok. Nelson bike lanes too narrow, see no point in 28/270 crossing bridge.
- € I don't exactly have a degree in urban planning, so my criticism isn't "credentialed", but I feel that there is much too much development in Rockville, over development in fact. Falls grove should have been left as open land & the "bicycle beltway" should have been finished 10 years sooner(meaning started 10 years sooner). No city government wants to look like their town is another Mayberry, but increasing your tax base at the expense of overcrowded roads & over development is not the answer incidentally, I really enjoy seeing our mayor sign his letters in an unpretentious, legible, and straightforward way, nice touch!
- € Personally I use to enjoy the hometown holidays, they are not for the local community anymore. I have not attended in years. It was something I looked forward to in the past. My husband and I do not like all the large crowds. Many people are from the region. They are drawn by the people/celebrities we bring here. We have many talented people from our community that we could use. This would bring the spirit of community I so looked for each year. Seeing my old teacher, doctors, friends and acquaintances was just great.
- € Responsive and caring city officials and employees. Good news dissemination.
- € The sidewalks between Edmonton and Wade Avenue. There needs to be a more developed side at Edmonton Dr and Wade Avenue. This would definitely be appreciated.
- € I am very concerned about the proposed town center. What happens after Magruder's shopping center(the only thing that works in downtown Rockville) is torn down and then the realty company decides they have spent too much money or they don't want to do any more? Will the only place to park be in a dark parking garage - for a fee? Will library patrons have to pay to park? Not very inviting.
- € Developer interests have routinely overridden citizen protests and master plans. Traffic will increase enough to make a drive to downtown a 30+ minute ordeal when Keryfarm and the two developments on old Barnestown road are filled. How can a person cross Barnestown and Shadygrove roads if he can't sprint?
- € I love Rockville!!
- € My home is on Evelyn drive, the speedway of people driving into Montrose. It gets no!! Police or safety support from Rockville or Montgomery police or safety responsibility. It will kill young children before any proper attention & common sense is applied. Evelyn drive ends at the Montrose road & Montgomery police jurisdiction. But it is Rockville & Rockville's responsibility for ??? Things ???Rockville is proud of, a family community & neighborhood, which is destroyed by the speeding of people not from Rockville, that uses Evelyn drive as a cut-through. The mayor should investigate Evelyn & the traffic & speed patterns that occur & decide if this, as is, is acceptable to him & the Rockville government.
- € The city of Rockville has been closing several streets to through traffic(argyle, s. Adams) contributing to greater congestion elsewhere. They have also placed speed bumps on streets with relatively no traffic(argyle).
- € I am not an actual resident of Rockville - my house is outside the city boundaries. We do use a number of facilities/programs, have been a resident in the past, and actually would prefer if our house was 2-3 houses over so that we were within the city.
- € Rockville pike is terrible - I wish I could find an alternate route into Bethesda! Congested, nasty stores, etc... I have been pleased by the bike paths and trails.

- € Some of your questions are insulting. Government(r.c.)waste too much money. Housing codes not enforced or followed through on (new home owners don't know codes). Water/sewer/refuse too much \$\$ for service. Environmental codes not enforced. Sidewalks blocked by parked cars/trucks and trash cans, etc.. Rockville was willing to fine residents for not clearing snow from sidewalks but public sidewalks were closed for weeks causing traffic problems with people freely walking in streets. Pedestrians crossing anywhere they want.
- € Because we are close to the county town center, here in king farm, our taxes are unjustly too high.
- € I would like to see the present form of city government continued = city manager with part-time mayor and council.
- € I'm very excited about the redevelopment of town center, I think that it will attract more people to live in the city.
- € I know it would be difficult, could you take a council meeting out of city hall and into some neighborhood. In other words, take the government to the people. You might have surprising results.
- € Give Potomac residents Rockville services such as leaf pickup.
- € Don't like destroying the busiest little mall in Rockville - Magruder's. Also don't like dragging your feet on library!!!!
- € Rockville meals on wheels is wonderful for recovering from illnesses and hospital stays!!!
- € If we keep building more houses and condo's we are asking for more gridlock in Rockville. Look at 355. Even on Saturday & Sunday on Veirs mill it's like rush hour. The new town center might look nice, but we are creating more gridlock. Tearing down the town center is not the answer. Look at Richard Montgomery height overcrowded already. Town center=more kids and overcrowding. If I were running for mayor my first concern(gridlock) as a Rockville resident - no more gridlock.
- € I think in the spring and summer dead animals, mostly squirrels, need to be picked up quicker.
- € I live in the Lincoln Park community. I have lived here for almost 3 years. I love the neighborhood except for the open drug trafficking & prostitution(all times of day/night) I find it hard to believe there are no loitering laws in Mont. Co. I came from pg county and you definitely would not see this going on so boldly in the open. The police just drive on by. But I do not think this would be allowed in a more affluent neighborhood.
- € The only thing I don't like about Rockville is the name, but I guess we can't change that!
- € Refuse/trash removal services are too picky. No other city/county has as many restriction, rules or regulations. Our pickup has been missed several times throughout past years, causing us to call to set up pickup (which is an inconvenience).
- € Cost of refuse is too high! Getting a bill every 3 months puts a dent in my checking account. I think a system should be put in place where the citizens of Rockville pay less if they produce less trash.
- € I have a serious issue with the Rockville police dept. I feel that they target a lot of African American people, more like still stereotyping people. Also they don't know how to talk to people - they tell you to shut up when it is not necessary.(please address this issue because it is becoming a serious problem with Rockville police). You feel almost not safe to walk the streets at night and even with driving at night(African American). Also, some of the apartment complexes do not have a playground area for kids.
- € Why can't something simple like a street light get repaired?
- € I am concerned about Magruder's during development of the new town center.
- € Something must be done to improve the horrible traffic situation on Montrose road and Rockville pike. With the new convention center and all the new residential construction in the area it has become a nightmare and poses a danger to pedestrians and drivers alike. During rush hour, it often takes me longer to drive from 355 west on Montrose road to 270 than it does from the district to Rockville. Also, there needs to be a traffic light at the intersection of Montrose road and Montrose village terrace. It is nearly impossible to safely make a left turn from Montrose village terrace onto Montrose road. Thank you!
- € Overall, I enjoy living in my area. I don't utilize a lot of the things offered because I work & travel quite a bit. The recreational information I do receive seems fun, interesting and educational. I just don't have the time to participate. I'm not the best person for this type of survey.
- € Please build the library and the new town center - we need a nice new clean grocery store to replace Magruder - or a nice, new clean Magruder's. Please make the new rooftops green - the view from the Victoria of existing roof of shopping center is ugly! Be bold, be leading edge, be ecological, think green - gardens, shrubs, trees, hide the HVAC systems! Let Rockville set the new green rooftop standard!!!
- € I hate to see the Magruder's leave the shopping center. It is a store with great prices - by far the most affordable of all the food chains. I am concerned about all the residential development and the increase in the traffic that will result.
- € I think everything is going well, we need to help each other in our neighborhood.
- € We consistently received phone calls from "city of Rockville firefighter department" for donation. This is really annoying. Please stop them from calling residents for donations. Please tell "city of Rockville volunteer firefighter department" do not call the residents for donation.
- € Why do walkers use the streets to walk, sometimes 3 abreast and block cars - this is a problem in Potomac

woods just waiting for a tragic accident to happen.

- € I am not in favor of the town center redevelopment and feel there has not been enough information about meetings and hearings. Not enough budget information about projected costs and sources of revenue of redevelopment.
- € I detest the tearing down of the Magruder's site. No matter the cost, I believe it should stand until the other work is done.
- € Please send us more information on activities in the city.
- € We enjoy living in the area. Location near nice restaurants, convenient to metro. Our activities do not revolve around the Rockville area.
- € Inspection services left us a long letter to shovel our snow secondary to a complaint against the entire neighborhood by one of our own. The city refused to tell me who the rat was. The city also refused to give me a full copy of the letter of complaint against the entire neighborhood. Your bureaucracy protects and insults itself.
- € Too many foreigners living in Rockville. The shopping centers look like little china. Bring back old Rockville and little America.
- € I am curious as to why we received this, we live outside the city limits.
- € Traffic congestion is a problem.
- € I am glad that there are plans to develop a town center. There have been many missed opportunities for making a center; for example, that awful Rockville mall and even the attempt at creating a center where the movie theaters are. If the development is as depicted, with sidewalk cafes etc, you may finally be on target. Let's hope it happens.
- € No enforcement of jaywalking at metro and not enough drug busts at Lincoln street shopping center. We need speed bumps on Horners land and lincoln street.
- € Please address: traffic, congestion, parking, use of cell phones while driving and road maintenance. Also of concern: too much housing development of all kinds, too much commercial development in connection with new housing projects.
- € I have complained several times about traffic in our neighborhood during the morning hours!! I have complained about the drunk drivers that park in our neighborhood and go to jonathans. They park in our neighborhood then walk to the bar, get drunk and barely make it back to their cars, throw up and drive away. How can this keep going on daily!!
- € Stroke - 3 years. Bill, Sara 20, Melissa 17, Mary 11, Katherine 3, Christina 2 Stacey 5, Alison 15. Divorce (1).
- € The city of Rockville is a fun place to live. It is also very accessible to the metro, and the development changes seem to be on par with the changing economy.
- € I do not think that the shopping center should be destroyed. It could become part of the town center and not replaced by something else. We need another place to shop as an alternative to higher priced grocery stores. Where will home town holidays be located?
- € Definitely, we live on St. Louis Ave with 10 houses. Three are subsidized housing which really brings our neighborhood down. People who have bought homes here have left within two years because of the very large families and other people living in those homes - very loud, police are always there. By the way, check the police report - good place to start - that's too much for one little road to handle. A lot of us have lived here for over 15 years, 25 and 40 years. I am not against subsidized, but do it fairly. I think Rockville is great place most of the time. I love the many nationalities here.
- € Been trying for years to get city property in front of my home taken care of. No one seems to help.
- € Traffic problems in the Glenora hills area continue - speeding on Glenora lane in the morning (h.s. students and some commuters). The intersection of Glenora lane & Darnestown road is extremely dangerous. Residents from the Fallsgrove area are making left-hand turns (eastward) on Darnestown road. The restrictive curbing is ineffectual and someone is going to get killed crossing from the area (oak knoll drive). The fact that o.k. drive is at the crest of the hill also increased the likelihood of a very severe accident at this location. The taxes are pushing retirees out of the area and many young families who have young children are also being squeezed out of the area (most county).
- € Traffic and land expansion will continue. Families with grown or no children should have access to "condos" or apartments at train stops to get to work. Groceries and pharmacies at the stop would be helpful. There are already a number of business buildings at the stops, but we need living quarters too to reduce some of the traffic. I am speaking of reasonably priced ones.
- € I love living in the city of Rockville. My husband and I walk into town frequently and enjoy the "town" feeling. We are anxious about the redevelopment of the town center. We're concerned about losing businesses we love (Treasure Chest, Waygoose, Vignola) and end up with "same old same old" chain stores. Also, I sure hope Rockville doesn't repeat other atrocities from the last redevelopment. How sad that was!
- € Rockville channel should have carried continuous notices about non-refuse pickup during snow this winter.

The forced closure of Magruder's smacks of communism and does not reflect well on the city. Magruder's should have a home or this center should not be built. The farmers market was treated poorly this past year. Other events sometimes took precedence. The Saturday market was allowed to open before 9 a.m. - that needs to stop. It's unfair for lines to start early. The mid week market was poorly located. If the location remains, police should regularly monitor crosswalks as during non-stop signs. Rockville needs fewer mom & pop ethnic restaurants and more national/regional restaurants - American. We must drive to Prince George for Don Pablo, Lone Star, Tony Romas, Olive Garden, etc. I don't agree with Rockville's opposition to Costco and Home Depot.

- € Need to look at growth development and on the impact as to roads, services, water, planning, etc.
- € Add more "ride on" bus services; have buses run every 15 minutes during non-rush hours. Add light rail to Rockville pike (rte 355). Automate lighting in places to lower levels when facilities are not in use. (i.e. during rain or snowstorms).
- € Snow removal could have been better. Waste of money for sidewalk repair. I would like to have my lawn reseeded at 1202 Gladstone dr. Money spent on sidewalk could have been better spent i.e. more police officers.
- € Due to the fact we live in an apartment complex, many of the "city services" questions could not be answered.
- € I didn't realize I would qualify for "city of Rockville" - most of these, like city services, come in the county vs Rockville. And if Rockville (city) is responsible for snow removal and leaf pick up, your scores are very poor in my neighborhood. They are non-existent at this time.
- € Clean up Lincoln Park area and make it safer for the neighborhood. Stop housing projects.
- € There is little or no diverse housing opportunity for low income/working poor in Rockville. Moderate income housing does not serve the low income population. Even some of the public housing has been seized for majority market price housing redevelopment. Town center redevelopment will bring upscale rents and upscale retail. Where is our Wal-Mart?
- € I relocated to Rockville to be near my son and family in Derwood. I feel very much at ease here. I am close to my church, near to grocery stores, etc. I still drive (though not at night), and can enjoy friends at lunch, shopping, doctor appointments, etc. I never dreamed my later life could be so full of activities. I use the metro to get to a part-time job in dc. I love it! I am busy and feel fulfilled. Thank you for such a wonderful town!
- € Cost of living in city of Rockville is too much. Almost impossible for an individual to live here unless you are wealthy. King farm is a nice singled family community. Other areas like college pkwy need more attention to appearance and safety and security. Traffic issues need to be addressed and aggressive driver image.
- € We need to keep a store like Magruder's in Rockville as their prices are very good and products are fresh.
- € I made most of my comments where I felt strongly about the question. I do not think you will care about my comments because most of it is not what you want to hear. The more you build the more clutter and traffic we have. The worst art is that you do not have anymore streets or wider roads, 355 is a mess all the time, king farm is a mess, 281 route is a mess all the time, bumper to bumper and accident after accident. When are you going to stop. Maybe it will be when you don't have an inch of woods left.
- € Would like to keep the Magruder's shopping center where it is. It's the only successful business venture Rockville has ever had - it is Rockville!
- € Back to 5b - why are oversized boats and motorboats allowed to be parked on azalea dr for 9 months of the year? This disrupts street cleaning, leaf pickup and is it an unsightly mess. After snow falls, crosswalks including bus stops should be given priority on city property. Example: nelson and azalea drive.
- € I believe Magruder's should be allowed to remain open during downtown development.
- € Regarding water quality: it is clean, but too much chlorine!! Regarding bike paths: good bike routes, poor overall connectivity. Enforcement of yielding to pedestrians in crosswalks other than town center and could be better. Many drivers do not use turn signals. City buildings are hideous. Channel 11 is losing but so is c-span. Quality housing? Overpriced family homes on really small lots? What is your definition of quality? Basic cable very overpriced! Bring in competitors for Comcast!
- € I have heard it said, and I would agree, that our Rockville recreation is more concerned about quantity(of participants) rather than quality. I have personally observed "babysitting" rather than learning taking place. Also, caliber of instruction is extremely poor, especially in children's programs. Such situations usually evolve from lack of knowledge by those administering the programs. Poor supervision.
- € More/better bike trails
- € Taxes are too high.
- € Getting big vehicles like boats off the street-not allowing them to be there more than 5 days.
- € There is not strict enough enforcement of speeding in the city of Rockville. The town center does not require the destruction of the Magruder shopping center. Development can continue around it. Pedestrian safety should be a higher priority. This survey did not ask about citizen priorities.

- € I am 80 years old now and very active, in good health and living alone. I am the only owner of my home- have been active in city campaigns-serving as treasurer for a winning candidate. My husband died years ago. I put my recyclables & trash out once a month since I care for my yard & recycle my clippings possibly once a month - I am paying too much in refuse services. I still drive but as an older neighbor said she can't drive to Montgomery-white flint or Lake Forest for a bra. I don't like to drive to home depot for a small can of paint or a screw to repair something. I don't think our new town center will help us either. No Woolworth's or other all purpose store. The increase of housing not needed in town center-unless a senior housing would be acceptable. How many residents will not work in Rockville but use metro to go to work. I just don't think town center is meant for those living in city residential. Years ago when city let a&p leave and not try to get another grocery there - now many nonspeaking people from Twinbrook who walk have little choice. I will be moving in a few years. I shop at Magruder's for most of my groceries because of price.
- € Rockville needs to realize not all citizens have good high paying jobs. We aren't all well-to-do! Programs for middle to lower income and information about them would be welcomed.
- € Please do not allow Magruder's to stay in town center. The store seems dirty and smells badly.
- € Would like to see permit applications for home improvement sent with water bill or tax bill. Would like to see "same side" street parking on crowded and snow emergency routes. Walking paths need more attention as well as small streams which attract rats and mosquitos.
- € Leave Magruder's where it is in the neighborhood, please!!!!
- € I hope those shop owners in the strip center being torn down will be taken care of properly. I love Rockville and all it has to offer!!
- € I live in a senior apt.building. I wish we could have a way to recycle from our building - I drive to the transfer station to leave paper for recycling, but have no way to keep plastic, bottles, cans, etc. until I can drive there. I would like to see drop off bins close to my building. The traffic is a problem as you know. Otherwise, I love living in Rockville. Especially love the services for seniors - which I use a lot.
- € I would watch channel 11 if it was packaged with direct TV's local network package. Sometimes there is a hearing I have some interest in, but I can't get the channel with a satellite dish for cable. A lot of people near me also have dishes. We really love where we live.
- € Rockville was a beautiful place & still is over our 12 years here. But traffic & over development are ruining it! We need to stop any furtive residential & commercial development. Doug Duncan needs to stop courting business & commercial developers & listen to his constituents - no more development. We don't need more roads & icc's - preserve what we have - look to Oregon & Washington state & see how tough development laws have preserved their pristine land!
- € Have more programs for teenagers.
- € The latest town center proposal was crafted suddenly by arrogant politicians who didn't consult the people in the community. Much of the proposed demolition is unnecessary to develop a good library & effective town center. When the politicians came to the Victoria to brief us on the upcoming changes, I got the impression they were dictating to us their plans. Not enough community dialog took place. We will need a new mayor & council starting in 2004. They have failed in communication.
- € Please improve the taste and quality of the drinking water.
- € I think the closing of Magruder's & other shops without relocating them at once is outrageous! The snow plows destroyed newly installed concrete curbstones. They don't do a good job in cul-de-sacs where some removal is necessary in big storms. The Rockville library needs better parking facilities & new library should have ample free spaces.
- € Snow removal at public bus stops are the worst.
- € Please do something more about constant increase in number of people living in single houses - leads to extraordinary # of vehicles on street, destruction of surrounding homes & trash in yards. Unkept messes frequently seen in neighborhood.
- € #3 - driver education campaign needed to enforce laws at crosswalks and awareness to pedestrians. Red light "runners" is still a problem even with real cameras. Even when you have the right of way, I must check that no one is in the process of running or going to run a red light!!! Children and adults must be educated on street safety as pedestrians. I see people crossing in the middle of traffic, although there is a crosswalk less than 50/200 feet away. Others crossing among cars standing in traffic, etc. (rt 355, rt 28 all the time). There are plenty of crosswalks - people need to use them. The problem is most cases is not the drivers, but the pedestrians that do not follow safety rules, and put themselves and the drivers in danger.
- € I would like to know about the government sale homes and their subsidies if any.
- € We have lived in Twinbrook forest for 23 years now. My kids always had fun things to do in Rockville and we loved the parks and recreation classes that were offered. Now the kids are in college and my husband and I are working. When we are ready to retire, it's nice to know that the senior center will offer a lot of things for us to do, and places to go. I was born in Bethesda, but I am glad I chose to live in Rockville as an adult. I am so happy we now have a nature center - I only wish it had been here when my kids were little. Hopefully, I'll be able to take the grandkids there soon! Thanks Rockville!

- € While the quality of life in Rockville- safety, general level of attractiveness and simple courtesy, is quite high, the sense of community is diminished by the ever present congestion of route 355 and the shopping "strips" and the absence of a viable "town center".
- € I am a senior and take advantage of senior centers. They are doing an excellent job.
- € I am strongly opposed to the town center redevelopment. I patronize many of the merchants being displaced. I think that the city officials have callously eliminated the business community without any concern for the population they serve. Also, while I know patronize the new businesses at both the Kang Farm and Thomas farm shopping centers, I think that the density of both of those developments is shameful. Where are the playgrounds for the children who live in the apartments in those two locations? Finally, the traffic generated by those new homes/condos/rental units is making Rockville a very stressful place to navigate.
- € Your inspection services division should be investigated by state & federal agencies!!!
- € After living here for 40 years, I still do not know why we have a Rockville police department. Could you please make a list of some projects/programs you have reduced or eliminated as no longer useful or cost-effective to the residents of Rockville. The best deal we have are the volunteers in the Rockville volunteer fire department.
- € The only city I know in the world that has a holiday tree collection. What is a holiday tree anyway?
- € How are Rockville court jurors selected? Some folks are picked often and others never!
- € I would propose the city establish covenants in residential areas so that property values/perception are kept positive & not affected by negative curb impressions. I would be happy to serve on a committee of this nature. Therefore include my name & phone #: Sheila Handley, 1217 Simmons dr, 301-251-1330.
- € We love Rockville, we have been here since 1960
- € Re town center: in favor of new library - we need this. Don't favor housing - streets & schools already overcrowded. Keep Magruder's open - lowest prices & best produce in town. Bicycle lanes on Hurly Ave & Nelson St unsafe - favor removal ASAP.
- € The traffic in the area of Montrose-old georgetown-355 is very dangerous to pedestrians, particularly right turns while pedestrians have right-of-way in light-controlled crosswalks. I have been hit, not severely, but hit none the less while walking through crosswalk while light for traffic is red & pedestrian symbol shows pedestrians "walk". Water quality is very poor due to over chlorination resulting in skin & eye irritation, chlorine odor & taste. Chlorine by products are toxic to pregnant women & fetus. Please consider uv & ozonation.
- € Please do not close Magruder's - this would be terrible for the entire community. Find some way to get them into the old giant. The renovation is not more important than maintaining an affordable & trustworthy place to shop. This is extremely important to the community. You are allowing every inch of space to be built up- Rockville was lovely, but is becoming overcrowded in every way. The convention center is a tremendous threat to our way of life. I resent seeing those "welcome to Rockville" signs - they were a terrible waste of money and I don't want to have any ties to Germany forced upon me wherever I go. I'll forgive you if you save Magruder's.
- € I have mostly enjoyed living in Rockville for the past 34 years and my husband and I have raised 4 sons here. Taxes in Rockville, Montgomery county and Maryland are just too high for a retired couple to live here. We have sold our home and are moving to North Carolina.
- € Although I've only lived in Rockville a short time, I do like the city a lot - it's charming and old. Because of my job, I won't live here long but it's pleasant to live in the meantime.
- € Stop tearing down the existing downtown. Save Magruder's! The regal is over half vacant - who will rent new space? No one! Spend less on hometown holidays etc. Get local bands to play, etc. Give us more traffic enforcement - cars speed on our streets and blow through stop signs. I almost got run over walking my dog. Cars throw trash - ticket them! Homeless men sleep/pee in the metro/ped bridge - arrest them. Clean out storm drains on west Montgomery Ave.
- € I want to thank the staff at water & sewer services. They called me to let me know that they've noticed a 25% increase in my water usage and suggested ways to check for leaks and sure enough there were some leaks! I wonder which city in America will provide this type of service.
- € Stop building! Traffic is horrible! Cannot move on Rockville pike!
- € Do not think this survey should be answered by this household, as we are not in Rockville city limits.
- € Rockville city was a very nice place to live, but now I find that the plans for all the new growth and development are changing our historic town into a big over-crowded modern city. Also, I do not like our governing body catering to illegal immigrants who are living in Rockville - wanting them to vote and not encouraging them to learn to read or speak English. Excuse me, I meant American. This is America - a country of English speaking citizens. Why is this (the instructions) necessary? I think we have too many illegal immigrants.
- € Page 1 & 7 are the only accurate things I filled out!
- € We desperately need to keep Magruder's grocery in Rockville, even if in another building. It serves a special

need for lower priced produce and ethnic products.

- € Rockville programs & services are excellent, but sometimes I wonder if all are well-used or attended, leading to higher expenditures than necessary? Hopefully this survey will help determine that. 2) although I understand the reasons for demolishing Magruder shopping center, I am concerned about its loss and about the density of the new town center compared with the surrounding commercial & residential areas. The town square seems trapped in the middle, limiting access. 3) the quality of road resurfacing seems poor - uneven, sloppy, already showing wear (even before the snow) - terrible striping (college gardens area).
- € B ladder company #3 - fire department - located on Hungerford drive. I have experienced "theft" during entry to my apartment (while I was not at home). Attention to the powers that be, please check into the matter. Thank you.
- € Kindly do something to improve the condition of roads, especially Rockville pike. There are a number of holes & cracks on Rockville pike (route 355).
- € The neighborhood of Woodley gardens has been a wonderful place to raise a family!
- € We need the Magruder's mini strip mall. Please bring Magruder's, CVS here at a price they can afford to pay. It is a real issue for most residents in Rockville. Thank you.
- € Speeds on Veirs mill road late at night. Seems to be small cars. Would like to see old type on 'drive' in.
- € It's time for a real sidewalk on the 500 block of Beall avenue, along with driveway aprons and curbs. All other portions of Beall avenue have these!!
- € I have omitted many questions because I live in Potomac, not Rockville, but since you sent me two copies of this survey, I assumed you wanted my input. I like to shop at Magruder's and the farmers market. I hope neither would have to be sacrificed in development plans.
- € Traffic sucks. People in this area are extremely rude and inconsiderate. Cost of living here is too high!
- € Inherited family home.
- € I wish that there was more affordable parking at or near metro.
- € One thing I don't like is having many homeless people on the pike. It's not a good image for the city of Rockville.
- € Like to see Rockville city provide a quality of life by providing excellent services, i.e. beautification, landscaping, recreation trails, street maintenance, median maintenance, prompt snow removal and attention, attitude change to respond to citizen's concern, especially during snow removal. Suggest to introduce "a command center" during snow operation where people can call and get prompt and positive service/response. Need to emulate "vdot" service that they provide to their citizens. Support "inter-county connector" and more community outreach.
- € It is very hard to be a pedestrian in Rockville. Cars speed even on the smallest streets and walking on 355 doesn't feel safe. I also was stuck near the 270 entrance ways because sidewalks suddenly disappear!! I was walking the old route 28 and when I tried to go as far as Hurley ave, there was no way of crossing the 270 entrance!!
- € In the future, please submit such surveys other than at tax preparation time!
- € Trash collection needs improving. Jamming too many trees in new developments.
- € The biggest improvement areas we would recommend to Rockville: 1) add more fine dining restaurants (in addition to the many delis and sandwich shops in the area). 2) more culture activities and nightlife in addition to regal cinema & f. Scott Fitzgerald theater. 3) clean up rundown business areas in north Rockville/Gaithersburg; buildings are rundown and need painting/visual enhancements.
- € Having lived in Rockville only a short time, there are many things that I am not acquainted with, so therefore could not have a view about them, so I was forced to leave lots of blank spaces.
- € I do not like Rockville. Wootton high school is terrible - cares only about its image, not the kids. Teaches only for the Maryland tests and needs to get back to basics. All Montgomery schools need to go back to the 3 r's. I would not recommend Rockville to anyone with children of school age. The very fact that this is America and Christmas Easter & all Christian holidays are ignored is enough for us to move away from here.
- € I have lived in several large cities (New York, Chicago, Los Angeles, San Antonio) and have also lived in towns of less than 10,000 people (Seguin, Texas), but I have to admit that I have been most happy living in Rockville because of the city services. Keep up the excellent work.
- € I am an 83 year old widow. Have lived in Rockville for about 40 years and love all of it. My husband & I came here because of a job. He ran an association - American association for airport executives with offices in D.C. our handicapped daughter had a good education in rock terrace school & Richard Montgomery high school. We sang in the choir at rumc. I am a widow now. I now spend my winters in Quito, Ecuador where my husband and I lived 1945. He ran the airport & taught in the American school. Rockville has been a great place to live!
- € The quality of life in Rockville has deteriorated considerably in the 18 years we have lived here & we wouldn't consider retiring here because of: 1) too much traffic. 2) dense townhouse/apartment complexes squeezed in on all size pieces of land. 3) reduced air quality, creating even more traffic. 4) too much

shopping - not enough green. 5) roads, sidewalks/grassy areas full of trash. Stop building - Rockville is not very desirable anymore. When Rockville center is built up, it will also be a congested area with parking problems.

- € Please, please, please complete the circle at Hurley avenue and Bouldercrest court! Please complete the measures to slow down traffic on Hurley avenue. It has been almost 2 years from the plans, and still little has been done. Town center is a great idea!
- € I would really like to see our park better maintained. Leaves are at least 2 feet high on all of our fence lines. I would like it to be more inviting to just sit and relax. Some flower beds would also be nice. Hillcrest park has a nice area, but little area to make it pretty. The leaves keep the grass from growing.
- € Why is it so difficult to get rid of trash and why do the rules for the pickup of trash & garbage change so frequently. Why do we have so many rules that we need a 12 page booklet to list them.
- € The trash people could be more careful about dropping trash in yards. Need to do better with snow removal in large snows, especially at intersections.
- € I am against tearing down the shopping center on north Washington street. I use that center all the time for CVS & Magraders!!
- € Thanks for taking the time to do this survey!
- € I live in Americana center condominiums, so questions did not apply.
- € Keep up the good work!
- € I moved from Gaithersburg to Rockville only 5 months ago. I am not too familiar with a lot of the services that Rockville had provided yet.
- € Change trash pick-up to once a week and reduce fees. Better connection of bike path/routes in e. Rockville to existing paths (Wooten pkwy/nelson/rock creek. Smooth transitions (bumps) from road intersection to path. Promote incentives for play at Redgate (season pass, multiple rounds, etc.).
- € The permitting and inspection process for permits is horrible.
- € We don't believe that the community needs redevelopment. In the last 4 decades, almost all of town center plans has failed. So much money wasted! So much disruption to people's lives - waste! The rmisc pool management stinks. The pool is poorly run. Safety is virtually ignored while archaic and punitive actions are taken on small infractions while large ones are ignored. The pool is almost always filthy. The guards are always saying 4 letter words. Less tolerance for people with mental challenges and in fact, the pool people are ignorant and victimize the mentally impaired. We need the shopping center. We've had it for 3 decades.
- € The neighborhood we live in is very commercial and there are too many major roads nearby. This makes it difficult & less pleasant to take walks, which is our favorite form of recreation. During the winter, it was actually quite dangerous for us to take walks outside because the city had not cleared the sidewalks, even though the streets had been cleared. The city needs to do more to make pedestrians feel safe crossing streets & being able to enjoy their neighborhoods' resources on foot.
- € We love Rockville and its "home town" feeling. Small, close community. A great place to raise a family.
- € Encourage pedestrians - more sidewalks. Clean storm drains in west Montgomery. Rockville is Rockville - stop trying to turn Rockville into Bethesda. Town center is a mess - empty space, kicking out businesses like Macgruders - this is going to bomb - stop before it's too late! Traffic/parking situation needs to be improved. For the most part, city services are excellent. Existing property codes are sufficient - do not try to expand. Enforce what you have.
- € Although my family and I have lived here for 3 months, we think that this city is nice and comfortable. We have not answered all the statements we've read because of the short time we've lived here and haven't realized about all the benefits that we can make use of. Comments: is there a way (through a document) to certify our address here in Rockville so as to apply to a permit, e.g. plumbing license to make things easier?
- € Those who serve on our council and provide our city services are basically dedicated persons committed to the city's welfare. Our city's rapid growth and the pressures of that growth - the challenges - have not been easy to manage. I am proud to live in Rockville and still prefer it to any other place in the area. I just wish the commercial sprawl along Rockville pike, route 355 and Veirs mill road were not so unattractive, that we could have used landscaping, building design rules, or something to have preserved our "small town" family-centered image better. The landscaping along Wooten pkwy & tower oaks is a good example of combining utility with attractiveness.
- € There are far too many oversized vehicles parked on the street in this neighborhood.
- € Senior housing.
- € I think that Rockville is a great place to live. However, the city has begun to overdevelop, e.g. the king farm development. Too much development may lead to Rockville's downfall - less quality of life.
- € In some shopping areas there is not enough designated handicapped parking, making it difficult or impossible to shop at times. And often the few handicapped spaces are taken by cars without proper plates/tags. Also, Rockville metro seems somewhat unsafe during the day and very unsafe after dark. On two occasions I have been followed by young toughs who seemed to be seeking an opportunity to pursue

snatch. On both occasions they followed me down the steps and hovered near, watching me, for a good 5 minutes before returning upstairs. I would never use this stop after dark.

- € Mark's hardware was forced out. We have no hardware store. Book store in college plaza gone! We don't need a beauty supply store or a tile store there. So many small businesses are gone! We don't need a billiard hall! The new giant store is too big and unfriendly. A whole block long?! We should have the new library by now. Top priority! How can you destroy Magruder's? How were we not informed? Downtown Rockville is no longer people friendly or safe!! Stop trying to make that area a gathering place. It hasn't succeeded over many metamorphoses!
- € Affordable housing in Rockville is nearly impossible. Home ownership isn't too likely for young couples looking for a starter home.
- € I am very excited about the plans for downtown Rockville (especially the library!), and I hope that they all occur. Keep up the good work!
- € Need safer pedestrian accessibility in parts of Rockville split by md 355. Would like easier & not so out of the way method to get from Viers mill area to city center on foot. Rockville should invest in bike lanes & promote biking as mode of transportation. Would prefer to walk or bike, but area isn't safe for small children. Should be more green space accessible by foot or bike so don't have to get in car to go short distances to do outdoor activities with kids. There are cultural events advertised, but can't attend with small children. How about cultural events where kids can attend, like summertime outdoor movies or summertime Saturday evening outdoor cultural concerts? These could be held in the park area & streets in the midst of the city municipal buildings. The potholes are horrible!
- € My backyard community - townhouse, using weekend 9 am to 7 pm to do underground maintenance work. The noise & poison particles all over the playground. That noise tortures me a lot during weekend rest hours. The poison particles will cause health problems for our kids. Do we need to call police to stop this? Or who shall we notice to stop this.
- € Rockville needs to encourage more people to use transit, bicycles and walking. Cars & parking always receive priority, especially in winter. It is very difficult to walk to train or bus when snow is piled in front of bus stops & at corners. It is very unsafe to cross streets. All year there are few bus stops with benches & protection from weather. How many people would stand in the rain or hot sun or snow every day to wait for a bus that arrives every 30 minutes. Rockville has the money to make it easier for people, especially older people, to ride buses.
- € We live in Rockville housing, or ghetto of Rockville, as some people would have it. The buildings are dirty. They need to be painted. Inside, some of the homes have extra family members. You can't get rid of them like mice, and so on. The units have not been painted since some of us live in them, and I mean years. If someone walks up the street, they can tell it is a ghetto because of how the site is kept. I guess it is okay to look like that and no one needs to do anything because all of that is in the ghetto and mostly black and the don't care anyway. Well, I care and a lot of care. Some of us are paying over \$800 in rent and would like the place to look better. After all, this is Rockville.
- € The complaint I have is the parking in front of my house. I cannot park there because there is a family that has 8 or 9 cars and they take all or most of parking in the block where I live. I think it is very wrong for them to do this. They have no respect for other families, and of all people you would think would not do this is that he was a policeman & his son is a policeman.
- € Hope an effort will be made to keep Magruder's food store in the area.
- € Rockville is a very nice city to live in. I love Rockville.
- € Auto repair business being run from house at corner of Ardennes ave and coral sea cove. I've counted over 70 vehicles repaired at this home! (wholesale car parts truck delivers on Sunday when the garage is open. I have seen as many as 4 cars delivered on a Sunday with no tags. Two days later, they were gone! Most work is done during evening hours and on weekends. I have reported this activity to city hall and the Rockville p.d., but see no decrease in activity. Other neighbors have complained to authorities with no results. I guess the city is not interested in the quality of life or upholding the law. 2) rousters being raised at the house at the corner of Veirs mill road and Edmonston ave. The house has been under construction for years. 3) chickens running loose in back of a house (can be seen from bike path) on coral sea cove. 4) drug deals going down in park area around the Broadwood drive and coral sea cove. One of my neighbors reported one such deal and it took the police over 1/2 hour to respond! It's no surprise that the parties involved were long gone. The neighbor said, "why bother?". 5) drinking in park areas/bike path. Many beer bottles and lots of mc trash is found from the 7-11 along the bike path to the Broadwood drive/coral sea ave park area. My wife and I pick up what we can each day, but can't keep up with the litter. A lot of the trash ends up in the creek. If there isn't a rat problem now, there will be in the near future. 6) mutli families in single family homes. According to several neighbors and my own observations, a house on coral sea ave has people living in a: the basement, b: the garage, c: an addition at the rear of the house. I've been told a citation was issued, but owner is still in the apartment business. 7) the house next door to the above house has a changing cast of people. At times there have been so many people in the house that 6 people were sleeping on the kitchen floor! There were five or six trucks, four cars, and 3 men that rode bikes and took in laundry. None of these people would talk or make eye contact. I doubt if a single one of this hotel group has a green card. All of the above is against existing law and so far authorities do not seem to care. It's sad to

see your neighborhood going downhill. Now your plans to carve up 16 acres of land next to the Twinbrook apartments will affect home values - and not for the better. Existing shopping areas around Rockville can't keep their stores filled as it is. Why add commercial space to a single family neighborhood. By the way, there is a small bit of wetland by the Twinbrook metro station, and it's against federal law to destroy such areas!

- € I enjoy living in Rockville, but I think my area near 28 is better than other areas of Rockville. I would like to move, but prices are so high I cannot afford it in Rockville. I may move to silver spring.
- € I go twice a week to farmers market. Wish start up of its season and schedule changes were better publicized. It is my favorite thing about Rockville - the center of our food and garden planning. Would also be happy to see crafts people included. I'm very anxious that there may not be enough space for a vibrant farmers market in new town center. I carry heavy fruits, vegetables and plants and need closer, easily available parking. Wednesday market carrying distance is cumbersome and difficult for a 63 year old. I want Rockville to support vendors well so market keeps current vendors and encourages other vendors. We ?? To Wootton's mill park and can hardly believe how well it is maintained and how courteous and capable the city workers are. 3) we have a mentally ill son living in a group home in Rockville and want to encourage Rockville's support of the mentally ill and housing for the disabled. We appreciate the sensitivity of the police towards the mentally ill.
- € My husband and I live in the forest apartment complex on Baltimore road. I have noticed a great deal of "old looking" garbage appearing in the stream behind our apartment. On a recent hike near the stream, I found what appears to be an exposed landfill. I would greatly appreciate it if someone looked into this. Thanks!
- € City government is currently being unfair to small businesses and Magraders. Too much emphasis is given to large chain development. Rockville pike is over-developed. New developments - king farm and thomas farm much too congested. Traffic is a real problem.
- € I rated quality of life in Rockville only good because of water restrictions last summer and this situation, (water restrictions) will only get worse due to too much housing development. Also, it's unsafe to cross many of the streets, even where there are traffic lights. Because of right turn on red - many drivers either don't know (or don't care) that they should yield to pedestrians. Also, more parking space is needed at metro and other places. Also, there are too many red-light runners. I favor cameras at traffic light and speed bumps on roads. On #15-e I only checked good because some trees grow up to the utility wires and have to be severely pruned. The city should plant smaller trees, such as dogwood.
- € I hadn't been to the recent neighborhood group meetings. Have not seen any info on development of stone street & I am one block away! Why aren't there articles in Rockville reports on that? I do not like circles! 2) police do not involve the neighbors when trouble is around. We like to know what's up when the swat team parks outside. Should we hide in the basement or lock our doors? They did do a great job with the sniper. I'd love to read chief moose's book. 3) there were sewer problems in our old Rockville neighborhood & now here too! Let's focus on sewer repair for a while & let sidewalks rest. 4) free parking is necessary to make the town center idea fly. I can go to the malls & walk & shop & park free. 5) improve pedestrian safety across Rockville pike & Veirs mill. 6) city-sponsored events have gotten too crowded. I loved the old hometown holidays at Glenview.
- € Prior to starting any new development, the city needs to check the status of h2o supply, road capacity, and available schools. People who pick my branches, limbs and yard waste for mulching need to look carefully at the curb area and pick up these items. Most of the time, the people do not pick up the limbs & branches stat have been at my curb for several weeks, and I have to call the city for pick up. Low-height trees should be planted in all residential areas, and tall trees should be planted only in non-residential areas. Oak trees produce acorns and gum ball trees produce round prickly balls which fall on the ground. Homeowners have the burden of picking up these acorns or prickly balls since the city does not pick up and dispose of them. The city should be responsible in the maintenance of all aspects that go with the planting of any tree, including raking the leaves. Comments to this survey should have been directly sent to an independent company for review, and not to the city of Rockville. Housing should not be put in the town center. The intent of the town center was to provide a library, stores and perhaps a park so that all people could walk around, shop and enjoy the scenery. Housing takes away a huge portion of the town center, which should only contain structures that all people will be able to use and enjoy.
- € Some streets need sidewalks. Some streets need new asphalt or at least to be repaired. Some streets need more lighting. Forest area needs to take care of it - like old trees need to be removed. Some branches need to be trimmed. I would like to see more police on the street. The city needs to contact Montgomery county to proved more parking around the school and to take care of ?? Area belonging to the school - like removing the fouling trees on the ground and trim others, which is a lot.
- € Way too much traffic, way too much development. It takes forever to go anywhere or do anything.
- € City should offer recycling pick up from condos.
- € Rockville pike traffic must be addressed. Important to save Rockville arts place in redevelopment. Need more outdoor dining opportunities in town center area. Need more upscale restaurants in town center. Need to foster more shopping opportunities in town center.
- € Lived in Gaithersburg for 10 years prior to moving to Rockville. Was generally more informed, less

expensive, more accessible in Gaithersburg.

- € Because we have only lived in Maryland 2 years and 8 months, and in Rockville 8 months, I am unable to evaluate the area as a resident of a longer time period. We intend to remain here for perhaps another year and 4 months before moving to the Chicago area. We are very pleased to have chosen this area for these few years.
- € Saturday and Sunday transportation by bus is difficult and poor.
- € I think these residents of Rockville should take more pride in their community. I am quite upset about the littering in my neighborhood.
- € Don't have cable TV, which may be why we don't get as much info as expected. No channel 11.
- € You should include the pavilion on your senior service bus to the Rockville senior center. It's only one block off Jefferson and would be of tremendous service to seniors in the building. We have a Rockville address, but that does us no good.
- € It would be nice to have a tunnel under the Rockville pike, 355, at the intersection of Halpine road. The other metro stations, White Flint, Grosvenor and Rockville do not have to cross the street. In morning rush hour, it is dangerous to cross, even with the walk signal. About the recycling program, both my roommate and I have been the trash collectors taking the recycling and throwing it in with the trash. We live in an apartment complex and I have a feeling that both the trash collectors and some older or ESL residents don't understand that you should separate trash and recycling. We think whatever the issue, i.e. language barrier or lack of information, that they were never made aware how to recycle.
- € I have really enjoyed living in Rockville, but I detest the destruction of "favorite places" area for a redevelopment that says expensive, no character & I will bet a lot on underutilized.
- € To be honest, given the level of services provided by Montgomery county, I think Rockville is a costly anachronism. We residents of Rockville pay almost half again the level of county taxes and I don't think we receive a 50% greater amount of services than do Montgomery county citizens who reside in the non-incorporated areas.
- € When making decisions, please remember to take individual liberty into consideration. I believe government tries to do too much, especially our beloved county, these days. Bad law hurts good law, as Jefferson said.
- € Thank you for this opportunity. It is difficult to attend council meetings (if I had an issue to discuss) because of work schedule.
- € Please ignore these people who are so attached to Magruder's. Magruder's is a dump! Please make the town center as attractive and desirable as possible. We need a number of trendy restaurants and shops to bring in more money for the city. I am sick of driving into Bethesda and D.C. for some better food, culture, and class. Colonial reproductions (like Kentlands) would look great, too. The restaurants don't have to be French of gourmet, but restaurants like Rio Grand, Macaroni Grille, Magianos, Clyde's, etc. Would fit the bill. Thank you. Keep Pasionos!
- € Some trees in Halpine view have branches too close to the electrical wires. Need to be trimmed. Thru-traffic on Halpine road has been getting worse. Could something be done about this? Increased traffic creates a lot of noise!
- € Increase patrols on Dawson ave (police presence & patrol). Drug activities are increasing, especially during summer. The housing projects in the vicinity are infested with drug peddlers. 2) Home ownership must be encouraged & made easy, i.e. financing.
- € I am highly concerned about some parking situations in the parking lots in phase I of the Centergate at King Farms apartments. Management has indicated that the city of Rockville has control over these issues. Cars are allowed to park at the entrance of our parking lot, where there is a fire hydrant. When a car is parked on the opposite side of the hydrant, visibility is limited and it would be a tight squeeze for fire/emergency equipment to be effective. The drawing below doesn't do the situation justice. A no parking sign in this situation would be greatly appreciated.
- € I'm 66, disabled & live on S.S. and Montgomery county & the services offered by the city of Rockville have provided so much help to enable me to maintain my home and to be independent. The services offered have helped me continue to live in my home. I tell everyone what wonderful services are available in Montgomery county for seniors. I've also been helped by community ministries of Rockville and I've done volunteer work with them. I appreciate the help given to me and am very thankful to be a resident of beautiful Rockville!
- € Please take into consideration and preserve historic building/homes/landmarks - anything that enhances the story of our existence here in Rockville. Add an environment to enhance and create a more charming home town feeling. More user friendly for folks to be out and about.
- € Too much development. Slow it down! Need more open spaces, parks, and preserved land!
- € Excellent job with snow removal. I was very satisfied and impressed. Job well done.
- € We would like you to make facilities indoors where children can play on rainy and cold days. There are many Japanese residents in Rockville and so Japanese information should be supplied.
- € Rockville is currently a good place to live, but that is changing for the worse. New development is unattractive and too congested. In-fill development in existing neighborhoods doesn't fit in with the rest of the

homes and makes the entire neighborhood less appealing. This is not meant as a criticism of Rockville police. The problem is too many drivers ignoring the laws. Pedestrians need to pay attention & obey the laws. This is particularly evident on middle lane on the weekends. Pedestrians cross anywhere on the street and often step out in front of traffic without looking.

- € We have called to complain about a barking dog on Ainstree drive numerous times and nothing is ever done about it. My baby is awakened by the dog morning, noon & night. 2) also, we have a problem in our neighborhood with tenants placing their trash in common areas next to our house. Nothing is every resolved and the trash blows in our yard. 3) these frustrations and the lack of response makes us want to leave this area.
- € Rockville needs to work on traffic problems (west Washington street, Hungerford drive, west Montgomery avenue/falls road intersection, Wootton parkway and Rockville pike). 2) town center plan requires further consideration and discussion by the community. Why would you build a library in the middle of a shopping center?
- € 500 block of beall ave has bad sidewalks, but the others are good. Town center should be developed, but not at the expense of thee shopping center. This view has been voiced to the mayor & council, but they are not responsive. Instead, they are moving foreword with condemnation, which will result in an expensive lawsuit. Is this the best use of taxpayer money? (no!) How about the generous relocation allowances to the merchants? Instead, use the money to develop in phases, or condemn the old giant. Please, don't be irresponsible and demolish the only town center we have. A bus service to other shopping centers is not the answer, either.
- € 34 years ago I picked our house in the area we wanted to live. We were in a community that was just annexed into Rockville. We love our location and are in the same place today. Rockville is a good place to live and the city cares about its citizens. It's such a desirable place that our tax assessment just went up about 70%, which is a worry. In the coming years, Rockville should seek to lower its taxes because it will be getting a lot more because of the increased assessments.
- € Please put more trash cans at welsh park.
- € The city is building too much. King farm could be a nice community, but houses are too close & too many people. Some of the yards look bad. Others work hard to keep the community looking nice. No place to walk dogs & let them run. I refuse to get in a car to go to a dog park. Almost every other house has a dog, and yet we are treated like second class citizens.
- € Pedestrians cannot cross streets safely, especially at 28 & falls road intersection. 2) traffic & parking continues to be big problem. 3) how is it that the new building on n. Washington & middle (across from Ay Corumba) was allowed to build so close to the street that sidewalk so narrow that 2 people cannot cross comfortably or 2 cannot walk side by side. Causes us to worry about judgment for city plan. 4) knock down the Marlo building. It's a travesty. 5) shops in Magruder shopping center are getting a raw deal.
- € The walk signal to cross 355 at metro and the American center is too short.
- € When the city publishes notices in the newspaper, for example, the recent notice of property tax increases, I get very angry when the wording does not describe what is going to happen in plain English that the average u.s. citizen can understand. What are you attempting to hide? The employees that work on refuse collection routinely leave trash in the trash cans. Also, where does it say that the trash in the trash cans has to be in a plastic bag or they will not take it. Also, why do we pay them to come into the yard to get the trash when they refuse to do that. If it is not at the curb, it does not get picked up. And it costs too much! You did not provide enough space!
- € The speed trap on fells road going toward downtown Rockville is bogus. The police wait at the bottom of the hill with a speed gun. The speed regularly changes while going downhill. If you slow down, you get rear ended by the car behind you. If you do not, the police give you a ticket. This pisses a lot of people off.
- € Thee city of Rockville should work on trash removal from schools, along highways, etc. Places where there is trash that needs to be removed: Rockville high school, Rockville cemetery, specifically on old Baltimore road near the path. Trash removal is overall good, but they need to not spill any trash. Snow removal is usually good, this past year it was poor (maybe because we had so much snow. I really hope mayor Giammo lives up to his promise of slowing down development. He needs to be proactive to stop some projects. We should stop the new town home development at the Twinbrook metro. We need the parking spaces at the metro! For those of us who commute to D.C. by metro, we need to be assured there will be enough parking. White flint has closed a huge parking lot and with the new convention/meeting center, we need our parking at Twinbrook metro!
- € I would like to see more police presence at Broadwood/Fletcher stop sign. People never stop at that stop sign & it's very dangerous considering it's a 6 way stop. Maybe if they would start giving tickets to people, it would deter them from running the stop sign.
- € I'm tired of reading & hearing about this. Let's get it done!!
- € King farm - out of control. Trash problem was a problem last year - still is.
- € Some streets need sidewalks. Some streets need repair of asphalt or new asphalt. Some streets need more lighting. Forest area need someone to take care of it - like old trees need to be removed, some branches

need to be trimmed. I would like to see more police on the street. The city needs to contact Montgomery county to provide more parking around the school and to take care of ?? Area belonging to the school - like removing the trees from the ground and trim others, which is a lot.

- € The shopping center with Magruder's food store - I would hate to see it close because the stores are so close to walk when you need something, especially when there are citizens out there who could hardly walk long distances to the giant & other stores. It will be sadly missed a great deal.
- € Rockville has no major traffic problems. Rockville no longer has a sense of community. We are part of urban sprawl. There is loss of Rockville stores, loss of Magruder's and others.
- € Major concern is crossing Wootton parkway. Difficult & dangerous for students and adults as well. Please don't ever widen that parkway. Please don't ever widen that parkway. Thank you for efforts to improve crossing at the high school. Please try to keep thinking of more ways to improve. It is obviously still "another accident waiting to happen". Rockville is a great place to live.
- € Pay more attention to pedestrian crossings. Most of the light cycles are too short, especially for an older person.
- € My garage faces the alley. I live in an attached town home in Falls Grove. The alley is large enough to accommodate a fire truck, yet the city of Rockville refuses to pick up trash from the alley. I have to drag my garbage cans through my house! This is disgusting! What a mess in the rain & snow. Please change your mind about this. Health hazard.
- € Noise from 270 is a huge problem in my neighborhood. Traffic is a big problem in the city. King farm style development is horrible! Huge increase in traffic & very over-priced housing.
- € Snow removal should be strictly enforced for businesses. In the 8 years I have lived here, rarely has the pet hotel on stone street ever shoveled their walk. Why are you more lenient with businesses than homeowners? You take your life in your hands crossing the pike, even at a crosswalk. Stone street & Norbert are also bad. Most city employees are very nice, but a few really need an attitude adjustment. Supervisor of parks needs to be polite.
- € Rockville is a well-managed city that provides very good public services. I disagree, however, with the mayor and council's approach on the Magruder's super market issue. My view is that if the mayor and council think the Magruder's property should be taken by eminent domain, then the old grant store property should be taken by eminent domain so Magruder's can operate from that location during the town center rebuilding. It is unfair, not only to Magruder's, but to people who walk to the market, to close all market stores in downtown this side of Frederick road and Hungerford drive.
- € I don't understand why the city wants to tear down a shopping center and then build a new one. The library can be built on the proposed site without tearing down the shopping center. I have lived in Rockville for almost 25 years and this is the fourth time that the town center is being revitalized. Each time a large amount of money is spent and buildings are torn down and rebuilt, and the centre has not taken off as hoped. Why do you think it will be any different this time. Particularly now when all municipalities are in financial distress.
- € The town center plans to close the Magruder shopping areas. Sounds like a repeat of history 1970's. Why close the most popular commercial area in downtown Rockville? What about all the money saved by residents shopping at Magruder's? How will this aid the lower income residents?
- € I don't like all of the building going on in the city of Rockville - too many apartments, townhomes, houses, too many office buildings. It's led to an increase in traffic. And what happened to green space and trees?
- 1) Reduce automobile traffic by encouraging & supporting public transit and bicycles!! 2) support natural lawn & garden care, reduce pesticide use, which poisons us, our children, pets & wildlife, and our water! 3) support after-school activities for preteens & teens (keep them off the streets and video games), but provide public transportation or convenient locations, e.g. in schools.
- € Widen Wootton parkway!! Alleviate neighborhood cut-through traffic. More speed enforcement!
- € Disapprove of plan to tear down Magruder's shopping center. Funding is precarious and we could be left with nothing. Mayor & council should not proceed independent of community support. 2) proposals to increase salaries should be discussed at open meetings and be approved by ballot in general elections, since would affect style of government. 3) question legality of bi-annual inspection of rental housing. A town in California considered a similar policy and found it to be constitutional since there was no probable cause for invasion of privacy. Homeowners in Rockville are not subjected to this and all over the country renters manage without this kind of inspection. It may provide protection of sorts for renters and landlords, but is still a violation of privacy, specific to renters in Rockville. (maybe inspections could be "on request" of tenants or owners where there was a problem?) In addition to checking plumbing, inspectors can impose their lifestyle/decor choices on renters.
- € Every employee of the city of Rockville that we have ever had contact with have had wonderful, positive attitudes. We mainly run into our waste collectors and they are always friendly. It's wonderful to have a sense of community.
- € This took longer than 10 minutes and we were quick! We feel the taxes are too heavy in the city, county and state of Maryland.

- € Too much historic designation for homes that are only old, not historic.
- € The city lets some people get away with too much and picks on others too much. Not enough drug enforcement at Lincoln st. Shopping center. Need to write tickets for loitering.
- € This is a great place to raise kids, for the services, recreation and friendliness of authority. However, our library is a disgrace, biking is limited and I would love to be able to walk around the city but too hazardous.
- € Would like to upgrade to a townhouse from a 2 bedroom condo, but properties are too expensive.
- € Performing arts should be supported at town center, not just at Fitzgerald. As a member of a performing group, I have found it difficult to find a convenient venue in the city.
- € City owned trees need more care long Rollins ave. Trees are dead and falling down. Why is there so much overcrowding on school buses and in r.m. high school. We pay enough taxes for this not to occur.
- € Please figure out a way to keep Magraders in downtown Rockville. It would be nice to figure out a way to keep the other small businesses as well. These businesses have invested in Rockville too. Last, but not least, the citizens of Rockville save money when we shop at Magraders.
- € Rent is too high for a single person to maintain their own apartment, especially for the quality of the building construction.
- € Do not close Magraders.
- € Moving here, I've been impressed how neatly attention is paid to flowers and trees and the "gardening" around apartment complexes. I believe that encourages everyone to take care and respect one another's property. Roads are well kept. There is an enormous amount of building going on! The building inspectors & planning boards need to be on their toes! So as to keep it looking pleasing to the eye and not overburden traffic! Like parks all over so birds have room for nests too!
- € Too much traffic!! Too much development!! Rockville is completely overbuilt. The traffic is unbearable, both during the week and on the weekends. And yet, development continues. Rockville pike is a virtual parking lot with no easing in sight. "smart planning" is a misnomer. We don't need a convention center at Montrose or anything else that would add to the traffic on Rockville pike. Please do something about the development, traffic, etc.
- € I had problem sometimes with bus service. It's a poor service in many lines. Also, after 11 p.m. or around midnight we don't have cab or bus in Rockville station. This is terrible.
- € Firmly believe Rockville government should focus efforts on development and please do not keep getting involved with funding social services.
- € I live in a cottage at the national Lutheran home. Our own monthly publication is a source of some information.
- € Why do you have to destroy the best shopping (grocery, Magraders) in the area? Think of the people who cannot afford to shop at giant.
- € The city of Rockville's government is invisible, except as a taxing jurisdiction. Where I live I have never seen a Rockville police patrol, city service unit (inspector, car, etc.). Perhaps this is a good thing, as we have no crime to speak of and no real infrastructure problems. However, the impression is that this quality of life results from county services which are highly visible. All community services (recreation, cultural, etc.) appear to be in the city center and east of 355. The shady grove and western side of 355 just carry the label of Rockville and pay taxes.
- € The city sports & rec leagues/camps for kids are great. We hope town center will turn out well, but are nervous it will increase congestion and decrease metro parking.
- € Potomac woods is a fantastic place to live!
- € We wonder why the stipends for mayor & city council was not put on the ballot. We think if everyone put their trash out on the curb, it would make collection much easier. We also think more should be done to help Magraders relocate.
- € I have lived in Rockville for 38 years and am not planning to leave. It is a convenient place. My life does not allow me to avail myself of many of the benefits of our wonderful city, but I still can appreciate their existence.
- € We have been appalled by the number of apartments being built behind congressional plaza at east Jefferson and Halpin road. Traffic is horrendous at any time of the day.
- € Ask about everyone's ethnic heritage. I have a right to be counted as well as they do. We are all Americans. Its time to be counted as one. Stop wasting money sending out surveys in mail. Put them on your website or in the city newsletter. You're wasting my tax dollars. I can think of better things to spend my tax money on.
- € Send information in Espanol - por favor.
- € I live in a condo as a renter, so some of the questions do not apply to me. Snow removal is not enforced on property owners. Secondly, when snow is removed, it is put on sidewalks. Traffic lights at intersections are not pedestrian friendly - rather it is dangerous to cross at many intersections.
- € We really need an attractive, nearby dog park in king farm. Couldn't a portion of the Thompson dairy tract be

used for this purpose? Arlington, Alexandria and Fairfax all have several nice parks. As far as I know, there is only one in Gaithersburg.

- € When I recently attempted to contact someone regarding a refuse collection issue, I was told that a Mr. Thomas would call me back. I made 2 more attempts to reach someone to discuss the matter, but my calls were never returned. I had similar experiences with calls not returned by inspection services. Some employees seem to feel that residents are a bother. There certainly has been a change in attitude during the past 5 years or so.
- € I am a senior citizen, 88 years old. I live in a senior apartment (Bethany house 199 Rollins ave). Most of this report doesn't apply to me. Virginia
- € Greater police presence in neighborhoods where there is a lot of change currently going on (in terms of demographics, etc.) Would help newcomers to Rockville to gain a respect for values that are common to our city. I would also like our municipality to lead the way in tracking illegal aliens and ensuring that their intentions are good and that they are pursuing proper documentation. Overall, Rockville is a wonderful place to live and I enjoy my neighborhood!
- € I think it is a terrible idea to tear down the Magruder grocery store. It is convenient, reasonable and has a good selection of merchandise. There must be another way to handle the removal of Rockville.
- € Not enough help for senior citizens in Rockville.
- € Mi comentario es por favor crear mas programas para adolescentes de 13 a 17 anos. Cervicion de arboles en frentes de las casas como remober arboles que tienen muchas raizse sobre de la calsadaso aceras. Y mill gracias por mancharme el paquete en espanol. Son persona que si dan buen cervicio. Ustedes.
- € We really love living in Rockville. We look forward to bringing up our children here.
- € The information is available, but a lot of times you have to find out where to get it. Also, it appears that not enough copies of the information (for instance, new plans for the town center) were printed because we were told none were available to take, but we could borrow them. One big disappointment was code enforcements' refusal to provide information (by victor s.) That inspectors already had. More than half a dozen requests were made by fax & phone & the information was first delayed, but never provided. This not only impedes business opportunities, but people have a right to know what is happening in their neighborhoods. The city used to have wonderful info packets that had a map, rec services, etc. In a red folder with the city seal. Now they don't have a map & they are hard to get. Please bring the maps & packets back! Thanks!
- € I have been in Rockville for 19 years and every year but one when the snow plow comes through after you have shoveled out your driveway, they plow you back in again. I am making this point because there are a lot of older people that pay to have their snow removed from their driveways only to find the snow blocking the drive when the snow plow comes through. Trash collections leave trash cans in the street once they are emptied.
- € Rockville is a nice place to live!
- € Get rid of the Rockville police dept. We get taxed twice for police service ye we don't get a choice when we dial 911. I have found the Rockville police dept to be untrained, ill mannered and unprofessional!!!! We do have a great rec dept and refuse service!
- € I have lived here only 6 months & my wife has yet to join me here. She will be joining me in 2 weeks & we intend to start enjoying our lives in our new home (the parks, the city, etc.).
- € During the past winter, for three weeks it was necessary to walk in the streets because the snow from the streets was piles onto the sidewalks and the sidewalks were not shoveled!! 2) enforcement of pedestrian protection laws is minimal or non-existent: a) vehicles stop in the crosswalk. B) no stopping for pedestrians on right turns (walk signal present). C) bicycling on streets is no longer safe, must use sidewalk. 3) the position being taken for the Rockville town center appear to be: a) nothing was learned from the 1960's renewal (tear something down again). B) there is no backup plan. C) for a period of time there will be no downtown Rockville, and possibly never again. D) the rule "if you're not sure you can fix it, don't break it" is ignored. (something from engineering).
- € Too much development, too many ugly office buildings and difficult to drive anywhere because of all the "one ways" and "do not enters".
- € Traffic - but what can you do? Everybody has somewhere to go!
- € This is probably not the proper forum, but I strongly oppose the demolition of Magruders, even if it's temporary. Magruders provides an enormous service to the city and its residents. It's loss will be devastating to many who are unable to travel elsewhere for groceries. Certainly the demo of the shopping center can be phased to allow Magruders and other shops to remain open during the redevelopment. The city's insisted on demolishing Magruders reeks of snobbery, as if the Magruders isn't upscale enough!
- € Try to maintain cultural diversity in neighborhoods. It will eliminate future ghetto or cultural enclaves. More opportunities for immigrant education in the mastery of English. Encourage shopping opportunities for senior citizens and others in Rockville so we don't have to drive 5 miles to shop.
- € The trash pickup employees will not walk to the front of my driveway to get the trash at my house but do that

for the neighbor across the street, why? Official announcements placed in the paper are written by and for lawyers, I am not, put them in layman's English! We should not hire the low bidder for street paving - we get what we pay for! East Rockville is a pit, full of drug addicts. Get rid of them. When town center is finished you will force to shop and go the movies elsewhere because it will have lousy parking and congestion - not user friendly. Lets tear it down again.

- € I am looking forward to the new town center. I hope it'll be a place where we can go with the whole family and enjoy ourselves. The new library - I cannot wait! I don't understand why collection people won't take plastic other than plastic bottles.
- € Crossing 355 is very dangerous. If there is not light, cars blow right past you while in the crosswalk (including police cars). If there is a light, they will turn right into you while trying to cross. I strongly support more bicycle and walking paths. While I think the snow removal was generally very good in Rockville, the removal was poor for the street accessing shady grove metro station. I had to share the street with cars. Very dangerous.
- € I moved here because it was a nice little all-American city with good schools for our four kids and had all necessary community services, and most residents lived in single family homes. Recently the city has lost most of its charm due to more cars on the roads. The high-rise buildings are an eyesore. The city should have had an ordinance restricting building height to no higher than the old courthouse. Too bad it's too late now.
- € I strongly support the town center redevelopment. It will make Rockville an even better place to live and work. If we miss this opportunity for redevelopment, we may not see another such opportunity in our lifetime. I've been sorely disappointed by Magruder's management's actions and combative stance. They are not interested in long-run improvements to the community. Please continue to be patient and assertive about what is best for Rockville in the long run.
- € There is no sense of community because the community (renters and owners) are not informed.
- € There is no hardware store in Rockville!
- € Although I enjoy twice weekly trash pickup, I am shocked at the highly manual practices of employees carrying barrels on their backs like third-world peasants. Other communities use the wheel, such as wheeled carts or small motorized carts which collect and then use hydraulics to dump into the larger truck. Even BFI in the city uses a hydraulic lift to dump the wheeled carts to avoid lifting injuries and increase labor productivity.
- € Need more information on opportunities to do business with the city.
- € I think the speeds of cars need to be checked more often in neighborhoods. I live on Bradley Ave. Where it's 25 mph and all day long people come down my street at 10 or 20 miles over. I can't let my 9 and 13 year olds out without watching. Speed bumps would be nice.
- € I would like to be able to discuss traffic problems in Rockville and suggest some thoughts about changes.
- € It seemed the city just gave up on removing snow this year. Also, there's very little nightlife here - live music, dancing, etc.
- € Having gone through 2 disaster redeveloping adventures in Rockville, I am totally against the third. I always felt sorry for the mess made of silver springs, but we did the same mess - high rise offices, no town & now what's left you plan to destroy what are you thinking! There is a point of no return & you have been there for sometime - I was here when the main street was murdered & each business - gone - I am still here, but the men who did the deed are all gone - moved away and left the rubble.
- € We were all scared during the sniper incidents. The police presence was excellent. The police were out in force and made me feel much safer. My other experiences with the police coming to an incident at my house was also an excellent experience. Their response was amazingly fast. The biggest problem in this area continues to be the traffic. Building king farm was a bad idea as far as congestion!
- € Taxes in Montgomery county and city of Rockville are too high; way too strict on policies for recycling paper items, otherwise we enjoy Rockville. Refuse employees are very rude (one occasion only).
- € I feel there should be more pressure on neighbors who do not take care of their homes. It is so unfair to the ones who do care about their homes and want their neighborhood to look nice. I also think that boats and very large vehicles should not be allowed on the side of the streets. There are homes in my neighborhood that have 2 or 3 families that all live together. There really needs to be some kind of fine or pressure on the homes that look like trash. I am sick of it and there needs to be something done about it.
- € The web site could be a little livelier and so could the Rockville channel. Some public interest programming involving city politicians, some programs on rpd, rvfd, etc. Would be a start.
- € This is just another way to spend the tax money. Also, if you come to America, learn to speak English. Why should we have to print instructions in all their languages. English in this country!
- € Re: developing the town center: one of the most successful shopping plazas in the city is the one anchored by Magruder's. My wife and I use many of the shops currently there. It is foolish for the city to believe, or even to hope, that most of these tenants will return after three years. They will have new, non-breakable leases elsewhere and hopefully for them, a real clientele. The city needs to find another way to create this

new town center. Even if the city incurs extra expense, develop the center in stages and point us to have our community center while so doing.

- € Keep important information sent to residents short and sweet. It gets lost in the clutter.
- € Why are we tearing down the Magruder's shopping center in Rockville when it is the one place that consistently draws residents into old Rockville? The only reason to go there afterward will be the post office.
- € I am not pleased with the overall development of the city of Rockville, starting with the disastrous city shopping center development in the 1970's. It seems Rockville is intention being another silver spring with rampant development and loss of greenery.
- € I would like to see a more aggressive revitalization effort for the Twinbrook shopping center. I've lived in Twinbrook for two years and the shopping center looks run down and many store spaces are unoccupied. What is being done to attract businesses to the center? Is there a committee or group working on these types of matters? Also, the intersection of view mill rd and Twinbrook pkwy is very dangerous. Driving on Twinbrook pkwy between Parklawn & view mill is a hazard & there are lots of accidents. Has someone looked into this growing problem?
- € The sidewalk repairs actually seemed excessive. Last summer, crews tore down and rebuilt sidewalks that were fine to begin with. Garbage removal crews don't completely empty the cans - any small bags remain in the bottom of the can after pickup. We enjoy the easy park access, but would like crews to clean up garbage, broken glass, etc. On a more regular basis.
- € Some rental houses in the neighborhood are a disgrace to the city and are upsetting to live next to. (see pic taken from my bedroom window). If the city is that concerned about everything that they could bother to take this survey, they ought to address this problem.
- € Somehow have to figure to get foot traffic across 355 at Monroe place. This includes handicap. Lights don't make it long enough to get across. In bad weather, snow, etc, you have to either walk in the road or have long enough legs to climb over snow and then boots high enough to get out of the water.
- € Too expensive to live in Rockville. Apartment rents too high, gas on the circle too high, Safeway service too high - I shop in Frederick. It seems like Rockville citizens (a lot of them) earn high salaries. You don't think of them in the \$20,000 and \$35,000 group. When I retire this year, I will have to move to a cheaper county and state. Too bad as I have lived in Rockville over 40 years and want to retire here but can't afford to.
- € The most disgusting thing in city's architecture are poles bearing electric/cables, etc. They are located along streets, including Rockville pike. The wiring/cables should be hidden underground.
- € #29 and #30 - I really don't get involved in community event. I don't keep up with Rockville's development, but I am happy in this community I live in overall.
- € Refuse pickup needs to be less of a hardship on my garbage can and recycle bin.
- € Limit development & congestion. Ticket the many drivers who fly through red lights - discourage phone use during driving.
- € In all my years of living in Rockville, I have always given & received the utmost respect from the Rockville police, as well as the county police, including the state police. Give respect p you most likely will receive respect.
- € I think the city's idea of redoing "old" Rockville is wonderful and cannot understand why some people are against your plans. The concept is lovely and I hope it goes forward.
- € Extremely high apartment rental in our area (just west of Twinbrook metro) even without satisfactory services provided by the apartment office. (we live in Rollins park). Our school (farmland elementary) has so many international students, some of who are not instructed to live in the u.s. appropriately. For example, we see many young children (likely grade k-3) unattended/unsupervised in our community.
- € Cable TV needs better regulation.
- € City services are excellent, but past planning for commercial development is dismal. The buildings are mostly ugly - no architectural standards were applied. This town should have looked like Frederick, or at least some place with charm. Here there is none, but it seems this mayor is concerned about this. I support his efforts to reverse the tide.
- € I strongly disapprove of the city's taking of the Magruder shopping center by eminent domain. I don't know how plans for the new library expanded to the taking over of Magruder's shopping center. The residents of Rockville should have been better informed about this process and allowed to have a role in the decision making. This was very bad "government".
- € Maybe...roads could be repaired faster.
- € Please check the quality of water. I know some old apartment and old houses make the water color brown. But we should have a classification of the quality of water to keep our healthy life. We are very appreciative if you will try to take action on this issue. Thanks.
- € We are two senior ladies who moved from Silver Spring to Rockville in February 1977. We were nearing retirement and spent many Saturdays and Sundays looking for the right place to spend the rest of our lives.

Rockville was definitely the place for us and we still plan to spend the rest of our days here. Please don't tear up the town center. In fact, Magruder's is the town center, along with cos, starbucks and the treasure chest jewelry store. We see cars from all over, such as Potomac and Bethesda shopping in the town center. If you don't have a car, Rockville is the place to live. Most places are within walking distance and public transportation is great. The only things that give us trouble are the people who ride bicycles, skate boards, roller blades and scooters on the sidewalk. Crossing the street can be treacherous. That right turn on red can do you in. As the old adage states, Rockville ain't broke, so don't fix it. Thank you for allowing us to participate in this survey.

- € Please send me information about "city's plans to redevelop town center" (#24) and what about the "rebuilding of Rockville high school"? Is that what is going on with that building? Resident 305 Meadow Hall Dr Rockville, Md 20851-1554 thanks.
- € The city's plan to redevelop stinks. I probably will have to move because you are taking away shopping center. The senior center doesn't have enough. The pool staff is lousy. The pool got worse in recent years. Safety is of no concern for lanes. Pool staff lies and have foul mouths.
- € My family and I appreciate very much the plans to redevelop town center and the work of mayor Giammo and council. We are happy we voted for you and wish you good luck. Thank you.
- € Rockville is a lot of money. We want to live here, but it is a lot of money to pay. And the parks are really bad.
- € Disappointed that refuse pickup has been cut back on some holidays.
- € Other neighborhoods are getting a "seedy" look - too many trucks & business vehicles parked in residential areas, i.e. 200 Bradley ave - too many cars parked there, some with for sale signs, va. License plates & usually not the same ones. Don't believe the inspectors are doing their job! Around 706 or 708 there is a large box "thing" parked for months & months - why? Corner of Marshall & Gruenther - homeowners leave all their junk on the Marshall side for all to see! I could go on also about Gruenther ave (1600 block) with all the trucks, boats, etc. When a residential area isn't kept up (why do we have ordinances?), it goes downhill quickly. Animal enforcement wasn't even listed in the survey. This is also a quality of life issue for those of us who expect the city to enforce the ordinances on the books. It's a mistake to put a library in a place where it has to be accessed by indoor parking - isn't safe for young people at any age.
- € It took way too long to clear the sidewalks on 355 after the snowstorm.
- € More and more Chinese live in Rockville (Montgomery). For their convenience, I suggest that have more Chinese service in the government. For example, if have Chinese workers in Montgomery county department of public transportation (division of transit services) so Chinese people who can't speak English also can't drive can get travel directions around here from the phone, then they will feel more freedom. 2) to get retirement benefits (social security) need 40 credits of work. But how about people immigrate to America during old age. For example, if someone immigrates to America at 61 years old, he needs to work until 71 years old. It seems to be too hard for him. Have any special policy for this kind of people?
- € Tearing down Magruder's for a library is a stupid idea! Just when things are getting a little livelier in that area, with a starbucks and a bunch of nice shops, you'll effectively paralyze downtown for 3+ years for a monster development nobody can gauge as successful in the future. The regal complex was a disaster for a long time and is still not fully rented, so I guess why stop now? Let's push on to another billion dollar dead elephant! Also: service is the last thing these guys are interested in. And why do these guys dress in SWAT uniforms and carry side arms?
- € Although the zip code for the Potomac oaks community is 20850, I am not sure that we are really part of the city. The snow removal in our area was so late. The travails are quite a danger. After all, we qualified for paying the city - resident rate for the city-sponsored programs?
- € Yes, I think the prices for buying houses are way too high.
- € Keep Magruder's open!!!
- € I feel better living in Rockville than I did in Montgomery county. I wish it was easier to bike from falls ridge subdivision to Rockville town center. Rockville pike congestion is a major problem. Recycling enforcement is sometimes extreme (not practical).
- € Please build a gym where residents can play basketball. Please contact me with information about the gym for basketball. (307) 675-9180 thanks.

Question #45: Other languages spoken at home

- | | | |
|-----------------------|----------------------------------------------|--------------------------------|
| € English and Spanish | € English and Spanish -
use sign language | € English/Hindi |
| € English and Spanish | € English, Russian and
Hebrew | € Hebrew |
| € English and Chinese | € English and Spanish | € Tamil |
| € English and Chinese | € English and Indian | € English/Marathi |
| € Slovakian | € English and Spanish | € German |
| € English and Chinese | € Hebrew | € Hindi |
| € English and Bengali | € Filipino | € Japanese |
| € Latvian | € English and Hebrew | € Japanese |
| € English and Turkish | € Greek | € English, Spanish,
French. |
| € English and French | € French & Portuguese. | € English, Armenian. |
| € English and Persian | € French | € English, Japanese. |
| € English and Spanish | € Hebrew | € English, Ukrainian. |
| € Telvev | € None | € Turkish. |
| € English and Spanish | € Indonesian | € German. |
| € English and Korean | € Latvian | € English, Arabic. |
| € Greek | € French and Arabic | € English, Farsi. |
| € English and Spanish | € Thai | € Filipino |
| € English and Spanish | € English/TWI | € Japanese |
| € Hindi | € Japanese | € German |
| € English and Spanish | € English/Armenian | € Japanese |
| € English and Korean | € Tamil (India) | € Portuguese |

Appendix V: Survey Methodology

Sampling

Approximately 3,000 Rockville households were selected to participate in the survey using a stratified systematic sampling method.² An individual within each household was selected using the birthday method.³

Survey Administration

Households received three mailings during April of 2003. The first was a postcard notifying them they had been selected to participate in the Rockville Citizen Survey. The postcard was signed by the mayor. About a week later a survey was mailed with a cover letter signed by the mayor. Approximately one week after the first survey was mailed, a second survey was mailed, with a cover letter asking those who had not yet participated to do so, while informing those who had already completed the survey not to do so again.

Reaching Non-English-Speaking Residents

The cover letter and survey were mailed to residents in English. However, the survey packet included a one page insert with a paragraph in five languages (Spanish, Chinese, Vietnamese, Korean, and Russian) that described the contents of the packet, and provided a phone number to call if the resident wanted to receive the survey in another language, or get assistance in completing the survey.

Dragonbridge, Inc., was subcontracted by the City of Rockville to provide these services. They set up a voice mail box for each of the five languages. In total, 74 calls were received, and 74 translated surveys sent to these residents. Thirty-seven requested additional help by phone to complete the translated surveys, and 11 requested additional in-person assistance. The table below displays all the contacts made, by language.

MULTICULTURAL COMMUNITY OUTREACH RESULTS						
	Spanish	Chinese	Vietnamese	Korean	Russian	TOTAL
Telephone calls	33	24	4	11	2	74
Mailed Translated Survey	33	24	4	11	2	74
Telephone Request for Help in Completing Translated Survey	18	14	0	4	1	37
In-Person Requests for Help in Completing Translated Survey	7	4	0	0	0	11

² Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households are chosen.

³ The birthday method is a process to remove bias in the selection of a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys.

Response Rate and Confidence Intervals

Of the 2,855 eligible households⁴, 1,258 completed the interview providing a response rate of 42%. Approximately 3% of addresses sampled were “vacant” or “not found.” This represents an excellent response rate; in general, the response rates obtained on citizen surveys range from 25% to 40%.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey is generally no greater than plus or minus 3 percentage points around any given percent reported⁵. The confidence intervals are larger around estimates for subgroups.

Weighting the Data

The demographic characteristics of the sample were compared to those of the City as reflected in the 2000 Census estimates. Survey results were statistically adjusted to reflect the larger population when necessary.

Generally, only two variables can be used in a weighting scheme, as the Census data are not broken down in sufficient detail. The two socioeconomic characteristics that showed the largest differences in opinion and behaviors between the groups were age and type of housing unit. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics, although the percentages are not the same in the sample compared to the population norms. Shaded rows represent the variables chosen for the weighting variables. The results of the weighting scheme are presented in the table on the next page.⁶

⁴ “Eligible” households refer to addresses that belong to residences that are not vacant within Rockville.

⁵ The margin of error was calculated using the following formula: $1.96 \times \text{square root } (0.25/802)$. This margin of error is calculated in the most conservative way. The standard error was assumed to be the greatest for a binomial distribution: 50%/50%.

⁶ An example of how weighting works may be helpful. Hypothetically, suppose the population norm for households in single family detached housing versus attached housing was 50%/50%, but 70% of the surveys we received were from households in single family detached housing, and 30% were from households in attached housing. The weights we would need to apply to make our sample representative of the population would be 0.7143 for those in single family detached housing (thereby giving each response **less** weight in the overall ratings) and 1.6667 for those in attached housing (giving each response **more** weight overall). Let’s further suppose that these two groups had very different ratings of parks; those in detached housing felt very favorably, giving a rating on average of 80 on a 100-point scale, and those in attached felt much less favorable, giving an average rating of 40 on a 100-point scale. Given that we had more responses from those in detached housing, if we did NOT weight the data, we would be left with a rosier picture of the perception of parks by Rockville residents than if we did weight the data. The unweighted average rating is 68 on a 100-point scale ($80 \times 70\% + 40 \times 30\%$), while the weighted average is 60 on a 100-point scale ($80 \times 50\% + 40 \times 50\%$).

Characteristic	Percent in Population	Percent in Sample	Weight	Unweighted Rating of Parks	Weighted Rating of Parks
Single Family Detached	50%	70%	0.7143	80	80
Attached	50%	30%	1.6667	40	40
TOTAL	100%	100%	----	68	60

Data Analysis

The surveys were analyzed using the SPSS statistical package. For the most part, frequency distributions and average (mean) ratings are presented in the body of the report. Anova and chi-square tests of significance were applied to breakdowns of selected survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are so noted.

Characteristic	Percent in Population		
	Estimates*	Unweighted Data	Weighted Data
Rent	32%	27%	31%
Own	68%	73%	69%
Female	52%	57%	52%
Male	48%	43%	47%
White	68%	74%	71%
Non-white	32%	26%	29%
Hispanic	12%	6%	7%
Non-Hispanic	88%	94%	93%
18-34 years of age	28%	16%	28%
35-54 years of age	43%	43%	43%
55+ years of age	30%	41%	30%
Attached	41%	45%	48%
Detached	59%	55%	52%

* From the 2000 U.S. Census

Appendix VI: Survey Materials

The following pages display the questionnaire and other survey materials for the 2003 Rockville Citizen Survey.

Dear City of Rockville Resident,

Your household has been selected at random to participate in an anonymous survey about the City of Rockville government services and quality of life. You will receive a copy of the survey next week in the mail along with instructions for completing and returning it. We are only mailing surveys to 3,000 households, so your response is extremely important and will assist us in improving our services for the entire city. Many thanks in advance for your help.

Sincerely,

A handwritten signature in black ink that reads "LARRY GIAMMO". The letters are slightly slanted and connected in a casual script.

Larry Giammo
Mayor

Dear City of Rockville Resident,

Your household has been selected at random to participate in an anonymous survey about the City of Rockville government services and quality of life. You will receive a copy of the survey next week in the mail along with instructions for completing and returning it. We are only mailing surveys to 3,000 households, so your response is extremely important and will assist us in improving our services for the entire city. Many thanks in advance for your help.

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Larry Giammo
Mayor



City of Rockville
111 Maryland Avenue
Rockville, Maryland
20850-2364

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Rockville
111 Maryland Avenue
Rockville, Maryland
20850-2364

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Rockville
111 Maryland Avenue
Rockville, Maryland
20850-2364

Presorted
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PAID
Boulder, CO
Permit NO. 94



City of Rockville
111 Maryland Avenue
Rockville, Maryland
20850-2364

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

Dear Rockville Resident:

Congratulations! You have been randomly selected to participate in the 2003 Rockville Citizen Satisfaction Survey. The City is providing you with this important opportunity to tell us what you think of our service delivery and how you view the quality of life here in Rockville. The Mayor and Council believe that citizen input is an integral component in providing premium services to our residents. Your participation in this process is very important, because only 3,000 households will be asked to complete the survey. The overall goal of this process is to use your feedback to help us further improve the high level of services that our citizens have come to expect and enjoy.

With this in mind, I ask that you please take a few minutes to fill out the enclosed survey and **return it within two weeks**. Your answers will help the Mayor and Council make decisions that affect our community and will provide us with crucial information that will help Rockville serve you in the best way possible.

Please be aware that to obtain a scientifically random sample of Rockville residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter. Once you have determined which adult in the household will complete the survey, we are asking that he or she spend a few minutes to complete it and return the survey in the enclosed postage-paid envelope. Since you will not be asked to include your name, all of your answers will be kept completely confidential.

Any individuals with disabilities who would like to receive information in another form may contact the City's ADA Coordinator at 240-314-8139; TDD 240-314-8137. If you have any questions about this survey, please contact Linda Moran, Council Support Specialist, at 240-314-8139.

The survey analysis and results will be included in a report that will be submitted to the City in the late spring. The report will be available on the City's Web Site at www.ci.rockville.md.us and hard copies will also be available at City Hall for distribution.

We are very excited about this survey and look forward to receiving your feedback. Your participation in this process will help us to continue to make the City of Rockville a great place to live, work and visit.

Sincerely,

A handwritten signature in dark ink that reads "LARRY GIAMMO". The letters are slanted and connected in a cursive-like style.

Larry Giammo
Mayor

Dear Rockville Resident:

Approximately two weeks ago, you should have received a copy of the enclosed City of Rockville Citizen Satisfaction Survey. **Please disregard this notification if you have already completed the survey and returned it.** If you have not had an opportunity to complete the survey, we would appreciate it if you would do so now. The City of Rockville is providing you with this important opportunity to tell us what you think of City service delivery and how you view the quality of life here in Rockville.

With this in mind, I ask that you please take a few minutes to fill out the enclosed survey and **return it within two weeks.** Your answers will help the Mayor and Council make decisions that affect our community and will provide us with crucial information that will help us serve you in the best way possible.

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Larry Giammo
Mayor

City of Rockville Citizen Survey



Quality of Community

1. Please rate your quality of life in Rockville.

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>
a. Overall, how would you describe the quality of life in the City of Rockville?	1	2	3	4
b. How do you rate the overall quality of your neighborhood?	1	2	3	4
c. How do you rate Rockville as a place to raise children?	1	2	3	4
d. How do you rate Rockville as a place to retire?	1	2	3	4

2. Please rate each of the following characteristics of Rockville.

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
a. Sense of community	1	2	3	4	5
b. Overall appearance of Rockville	1	2	3	4	5
c. Opportunities to attend cultural or arts events	1	2	3	4	5
d. Shopping opportunities	1	2	3	4	5
e. Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
f. Access to buildings and services for individuals with disabilities	1	2	3	4	5
g. Access to affordable quality housing	1	2	3	4	5
h. Ease of travel in Rockville by bicycle	1	2	3	4	5
i. Ease of travel in Rockville by walking	1	2	3	4	5
j. Ease of travel in Rockville by transit	1	2	3	4	5
k. Ease of travel in Rockville by car	1	2	3	4	5
l. Architectural character (the look and feel of the buildings in the community)	1	2	3	4	5
m. Quality of new residential development	1	2	3	4	5
n. Quality of new commercial development	1	2	3	4	5
o. Tap water quality	1	2	3	4	5

	<u>very safe</u>	<u>reasonably safe</u>	<u>somewhat safe</u>	<u>somewhat unsafe</u>	<u>very unsafe</u>	<u>don't know</u>
3. How safe do you feel crossing the street in Rockville?	1	2	3	4	5	6

4. Why did you choose to live in Rockville? (Please check all that apply.)

- | | | |
|---------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------|
| <input type="checkbox"/> It's close to Washington, D.C. | <input type="checkbox"/> Progressive community | <input type="checkbox"/> The community's amenities (e.g., shopping, parks, recreation, etc.) |
| <input type="checkbox"/> My family lives here | <input type="checkbox"/> Attractive community | <input type="checkbox"/> Diversity of people |
| <input type="checkbox"/> I was born/raised here | <input type="checkbox"/> Safe community | <input type="checkbox"/> Access to public transportation |
| <input type="checkbox"/> My job was here (or nearby) | <input type="checkbox"/> Historic neighborhoods | |
| <input type="checkbox"/> Good schools | <input type="checkbox"/> Quiet area | |
| <input type="checkbox"/> Other: _____ | | |

5. Please rate how much of a problem each of the following is in your neighborhood.

	<u>not a problem</u>	<u>minor problem</u>	<u>moderate problem</u>	<u>major problem</u>	<u>extreme problem</u>
a. Traffic	1	2	3	4	5
b. Crime	1	2	3	4	5
c. Overgrown grass	1	2	3	4	5
d. Weed lots	1	2	3	4	5
e. Graffiti	1	2	3	4	5
f. Cut-through traffic	1	2	3	4	5
g. Run down houses and buildings	1	2	3	4	5
h. Oversized vehicles and trailers parked on street.....	1	2	3	4	5

6. How safe do you feel . . .

	<u>very safe</u>	<u>reasonably safe</u>	<u>somewhat safe</u>	<u>somewhat unsafe</u>	<u>very unsafe</u>	<u>don't know</u>
a. Walking alone in your neighborhood during the day	1	2	3	4	5	6
b. Walking alone in your neighborhood after dark	1	2	3	4	5	6
c. Walking alone in business areas during the day	1	2	3	4	5	6
d. Walking alone in business areas after dark	1	2	3	4	5	6

7. In the last 12 months, about how many times have you or other household members done the following things:

	<u>never</u>	<u>once or twice</u>	<u>3 to 12 times</u>	<u>13 to 26 times</u>	<u>more than 26 times</u>	<u>don't know</u>
a. Used a Rockville park	1	2	3	4	5	6
b. Used a Rockville recreation center*.....	1	2	3	4	5	6
c. Participated in a Rockville recreation program.....	1	2	3	4	5	6
d. Registered for a recreation class using Rock Enroll, the City's online recreation registration system?.....	1	2	3	4	5	6
e. Attended a City-sponsored special event (such as outdoor concerts, Farmer's Market, July 4th fireworks, Hometown Holidays, Spirit of Rockville, or Car Show)	1	2	3	4	5	6

*(Glenview Mansion, F. Scott Fitzgerald Theater, Municipal Swim Center, RedGate Golf Course, Rockville Senior Center, Twinbrook Recreation Center, Lincoln Park Community Center, Montrose Community Center, Elwood Smith Community Center, Pumphouse, Rockcrest Ballet Center, the Nature Center)

Police Services

The City of Rockville is served by both the Rockville City Police Department and the Montgomery County Police Department. The Rockville City Police wear blue uniforms, and the Montgomery County Police wear brown uniforms. In this section of the survey, we are interested only in an evaluation of the Rockville City Police Department.

	<u>very effective</u>	<u>somewhat effective</u>	<u>not very effective</u>	<u>not at all effective</u>	<u>don't know</u>
8. How effective do you believe the City of Rockville's crime prevention programs and community-oriented policing programs are in deterring crime?	1	2	3	4	5

9. During the past three months, were you or anyone in your household the victim of any crime?

£ yes £ no à GO TO QUESTION #11 £ don't know à GO TO QUESTION #11

10. Did you report all or any of these crimes to the police?

£ yes, all of them à Did you report them to: £ Rockville police £ Montgomery police £ both £ not sure
£ yes, some of them à Did you report them to: £ Rockville police £ Montgomery police £ both £ not sure
£ no, reported none of the crimes

11. During the past 12 months, have you had any contact with the City of Rockville Police Department?

☐ yes

☐ no → GO TO QUESTION #14

☐ don't know → GO TO QUESTION #14

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>
12. Overall, how would you rate your contact with the City of Rockville Police Department?	1	2	3	4

13. Please rate to what extent you agree or disagree with each of the following statements about your contact with the Rockville police.

	<u>strongly agree</u>	<u>agree</u>	<u>neither agree nor disagree</u>	<u>disagree</u>	<u>strongly disagree</u>	<u>don't know</u>
a. Rockville police are fair in dealing with people	1	2	3	4	5	6
b. Rockville police are courteous in dealing with people	1	2	3	4	5	6
c. Rockville police are helpful and cooperative.....	1	2	3	4	5	6
d. Rockville police are sensitive to citizens' concerns	1	2	3	4	5	6
e. Rockville police are honest and can be trusted.....	1	2	3	4	5	6

City Services

14. Please rate each of the following City services.

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
a. Refuse collection	1	2	3	4	5
b. Recycling services	1	2	3	4	5
c. Leaf pick-up	1	2	3	4	5
d. Cost of refuse and recycling services.....	1	2	3	4	5
e. Street repairs and maintenance	1	2	3	4	5
f. Snow and ice removal.....	1	2	3	4	5
g. Street sweeping.....	1	2	3	4	5
h. Street lighting.....	1	2	3	4	5
i. Residential property maintenance code enforcement	1	2	3	4	5
j. Commercial property maintenance code enforcement.....	1	2	3	4	5
k. Recreational programs	1	2	3	4	5
l. The variety of recreational programs offered (classes with staff instruction or supervision)	1	2	3	4	5
m. Recreation centers (<i>see note on question #6 for full list</i>)	1	2	3	4	5
n. Athletic fields and playgrounds	1	2	3	4	5
o. Range of activities available in parks and recreation centers and facilities	1	2	3	4	5
p. Accessibility of parks and recreation centers and facilities	1	2	3	4	5
q. Safety of parks and recreation centers and facilities.....	1	2	3	4	5
r. City-sponsored special events (such as outdoor concerts, Farmer's Market, July 4th fireworks, Hometown Holidays, Spirit of Rockville, or Car Show). 1	2	3	4	5	
s. Appearance of City buildings	1	2	3	4	5
t. Enforcement of traffic laws	1	2	3	4	5
u. Water and sewer services.....	1	2	3	4	5
v. Utility billing (water, sewer and refuse)	1	2	3	4	5
w. Services to seniors	1	2	3	4	5
x. Services to youth.....	1	2	3	4	5
y. Quality of programming on the Rockville Channel, the City of Rockville's official government cable television channel (Cable Channel 11)	1	2	3	4	5

15. Please rate the condition of each of the following within Rockville.

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
a. streets.....	1	2	3	4	5
b. park grounds.....	1	2	3	4	5
c. paths (bike paths, walking trails).....	1	2	3	4	5
d. medians and right-of-ways.....	1	2	3	4	5
e. street trees.....	1	2	3	4	5
f. sidewalks.....	1	2	3	4	5

16. Please rate to what extent you agree or disagree with each of the following statements.

	<u>strongly agree</u>	<u>agree</u>	<u>neither agree nor disagree</u>	<u>disagree</u>	<u>strongly disagree</u>	<u>don't know</u>
a. I receive good value for the City taxes I pay.....	1	2	3	4	5	6
b. I am pleased with the overall direction that the City of Rockville is taking.....	1	2	3	4	5	6
c. The City of Rockville government welcomes citizen involvement.....	1	2	3	4	5	6

City Employees

17. Have you had phone or in-person contact with a City of Rockville employee within the last 12 months (including receptionists, inspectors, police, planners, administrators, or any others)?

£ yes £ no à GO TO QUESTION #19

18. What was your impression of City employees in your most recent contact?

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>	<u>not applicable</u>
a. Knowledge.....	1	2	3	4	5	6
b. Courtesy.....	1	2	3	4	5	6
c. Responsiveness.....	1	2	3	4	5	6
d. Follow-up (got back to you or took action if needed).....	1	2	3	4	5	6
e. Overall customer service.....	1	2	3	4	5	6

19. Have you applied for a building permit from the City of Rockville in the last 12 months?

£ yes £ no à GO TO QUESTION #21

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
20. How would you rate the overall building permit process?	1	2	3	4	5

21. Have you had phone or in-person contact with an employee of the Inspections Services Division within the last 12 months?

£ yes £ no à GO TO QUESTION #24

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>	<u>not applicable</u>
22. How would you rate the customer service you received <u>by phone</u> ?	1	2	3	4	5	6
23. How would you rate the customer service you received <u>in person</u> ?	1	2	3	4	5	6

Town Center

24. Are you aware of the City's plans to redevelop Town Center?..... yes no
1 2

25. Currently, it is proposed that the housing in Town Center will be 50% owner-occupied and 50% renter-occupied. How do you feel about this ratio of owner-occupied to renter-occupied housing? Do you think it is . . .

- £ too much owner-occupied
- £ about right
- £ too much renter-occupied
- £ don't know

Communications Outreach

26. In the last 12 months, about how many times, if ever, have you done the following?

	<u>never</u>	<u>less than 12 times</u>	<u>1 to 3 times a month</u>	<u>1 to 6 times a week</u>	<u>daily</u>	<u>don't know</u>
a. visited the City of Rockville's Web site (www.ci.rockville.md.us).....	1	2	3	4	5	6
b. watched a Rockville Mayor and Council meeting and/or programming on The Rockville Channel, the City of Rockville's official government cable television channel	1	2	3	4	5	6

27. How would you rate the City's efforts to keep citizens informed about land use planning and development issues excellent good fair poor don't know
1 2 3 4 5

28. Which of the following services would you use, if provided through the City's Web site?

Conducting business with the City:

- £ pay water bills
- £ pay parking tickets
- £ apply for permits and licenses
- £ other _____

Seeking Information about the City:

- £ opportunities to do business with the City
- £ computerized maps
- £ other _____

29. How much information do you get about the Rockville City government from each of the following sources?

	<u>most</u>	<u>a lot</u>	<u>some</u>	<u>none</u>
a. <i>Rockville Reports</i> (the City's monthly newsletter)	1	2	3	4
b. The Rockville Channel, the City of Rockville's official government cable television channel (Cable Channel 11)	1	2	3	4
c. City of Rockville's Web site (www.ci.rockville.md.us)	1	2	3	4
d. Water bill inserts	1	2	3	4
e. The Recreation Guide, the publication produced by the City of Rockville's Recreation and Parks Department	1	2	3	4
f. Special mailings from the City of Rockville	1	2	3	4
g. Postcards from the City of Rockville regarding nearby development	1	2	3	4
h. <i>The Rockville Gazette</i>	1	2	3	4
i. <i>The Washington Post</i>	1	2	3	4
j. <i>The Washington Times</i>	1	2	3	4
k. News Channel 21	1	2	3	4
l. News Channel 8	1	2	3	4
m. "Word of mouth"	1	2	3	4

30. Please indicate whether you think you receive enough information about each of the following City of Rockville government functions or activities:

	<u>not enough information</u>	<u>about the right amount of information</u>	<u>too much information</u>
a. Mayor and Council actions	1	2	3
b. Special events	1	2	3
c. Recreation and Park Activities	1	2	3
d. Activities in my neighborhood	1	2	3
e. Cultural events	1	2	3
f. Planned and ongoing developments	1	2	3
g. Construction projects	1	2	3
h. Town Center redevelopment	1	2	3
i. Boards and Commissions	1	2	3
j. Historic District designations	1	2	3
k. Volunteer opportunities	1	2	3
l. Caregiver agencies	1	2	3
m. City of Rockville budget information	1	2	3
n. Other:			

31. Do you have any other comments you would like to make?

About You And Your Household

These last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

32. How many years have you lived in Rockville?

_____ years

33. What best describes your home? Is it a . . .

- ☐ one family house detached from any other houses
- ☐ a duplex or townhouse
- ☐ a building with three or more apartments or condominiums
- ☐ other: _____

34. Do you rent or own your home?

- ☐ rent
- ☐ own

35. Do you have access to a computer at . . .

- | | <u>yes</u> | <u>no</u> |
|-------------------------------------------------|------------|-----------|
| a. home? | 1 | 2 |
| if yes, does it have access to the Internet? .. | 1 | 2 |
| b. school? | 1 | 2 |
| if yes, does it have access to the Internet? .. | 1 | 2 |
| c. work? | 1 | 2 |
| if yes, does it have access to the Internet? .. | 1 | 2 |

36. Do you subscribe to cable television?.....1 yes no 2

37. Are you Spanish/Hispanic/Latino?

- ☐ no
- ☐ yes

38. What is your race? (Please check all that apply.)

- ☐ American Indian or Alaskan native
- ☐ Asian or Pacific Islander
- ☐ Black or African American
- ☐ White/Caucasian
- ☐ Other _____

39. What is your sex?

- ☐ male
- ☐ female

40. In which category is your age?

- | | |
|--------------------------------------|--------------------------------------------|
| <input type="checkbox"/> 18-24 years | <input type="checkbox"/> 55-64 years |
| <input type="checkbox"/> 25-34 years | <input type="checkbox"/> 65-74 years |
| <input type="checkbox"/> 35-44 years | <input type="checkbox"/> 75 years or older |
| <input type="checkbox"/> 45-54 years | |

41. What was your household's total annual income in 2002?

- ☐ less than \$25,000
- ☐ \$25,000 - \$49,999
- ☐ \$50,000 - \$99,999
- ☐ \$100,000 - \$199,999
- ☐ \$200,000 or more

42. Do any children 12 or under live in your household? yes no £ £

43. Do any teenagers aged between 13 and 17 live in your household? £ £

44. Are you or any other members of your household aged 65 or older? £ £

45. Which language do you speak at home?

- | | |
|----------------------------------|---------------------------------------|
| <input type="checkbox"/> English | <input type="checkbox"/> Persian |
| <input type="checkbox"/> Spanish | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> Korean |
| <input type="checkbox"/> Russian | <input type="checkbox"/> Other: _____ |

46. Which best describes where you live?

- ☐ east of Route 355
- ☐ between Route 355 and I-270
- ☐ west of I-270



Thank you very much for completing this survey. Your opinions and feedback are appreciated. Please return this survey in the enclosed postage-paid envelope to:
City of Rockville
111 Maryland Avenue
Rockville, MD 20850

CHINESE

洛克維爾市正為您提供一個重要的機會,就是請您告訴我們您對本市為市民應做的服務是否做到及您對洛克維爾市的生活品質的看法.貴戶是被隨意選擇參加此項調查的.如果您不能用英文填寫附寄上的徵求意見表,您可打電話到 240-314-8114 並請留話.假如在您留話裏留下了您的地址,一份翻譯的意見調查表便會寄給您.假如您留下了您的名字及電話號碼,我們就會回您的電話並在電話上用您的語言幫助您完成填寫意見調查表或約您前來市府大廳當面幫助您完成調查表.所有的意見調查表都是匿名的.我們須要您的意見.請您將調查表填寫好後用附寄上郵資已付的信封寄回.謝謝

KOREAN

락빌시에서는 락빌시의 삶의 질과 시가 제공하는 서비스에 대한 귀하의 생각과 견해를 수렴하고자 합니다. 귀하의 가정은 이 설문 참여에 무작위로 선별되었습니다. 만약 이 설문의 답변을 영어로 작성하기 힘들다면 (240-314-8114)로 전화 하셔서 메시지를 남겨주십시오. 주소를 남겨주면 번역된 설문지를 우편으로 보내드리겠습니다. 귀하의 성함과 전화번호를 남겨주시면 담당자가 귀하의 모국어로 설문을 작성할 수 있도록 전화를 드리거나, 시청에서 설문을 작성할 수 있는 시간을 마련할 것입니다. 모든 설문의 답변들은 익명으로 처리됩니다. 저희는 귀하의 의견을 원합니다! 동봉된 우편요금이 이미 지불된 봉투에 설문지를 넣어 보내주십시오. 감사합니다.

RUSSIAN

Администрация города Роквилла предлагает Вам хорошую возможность поделиться с нами своим мнением о качестве предоставляемых городом услуг и дать оценку условиям жизни в Роквилле. Ваша семья была произвольным образом выбрана для участия в этом опросе. Если Вам затруднительно заполнить прилагаемую анкету на английском языке, Вы можете позвонить по телефону (240) 314-8114 и оставить сообщение. Если Вы оставите на автоответчике свой адрес, Вам вышлют перевод этой анкеты. Если Вы оставите свое имя и номер телефона, Вам позвонят и помогут (по-русски) дать ответы по телефону или же договорятся с Вами о встрече в здании мэрии, чтобы заполнить там эту анкету. Все ответы абсолютно анонимны. Нам очень важно узнать Ваше мнение! Пожалуйста, возвратите заполненную анкету по почте в прилагаемом конверте (пересылка оплачена). Спасибо!

SPANISH

La ciudad de Rockville le esta proveyendo una oportunidad para que usted nos diga que piensa sobre los servicios y la calidad de vida aquí en la ciudad de Rockville.

Su residencia fue escogida a la azar para participar en este sondeo. Si usted no puede contestar el sondeo en ingles puede llamar al (240-314-8114) y dejar un mensaje. Si indica su dirección, se le enviara por correo una copia traducida. Si usted prefiere puede decir su nombre y numero de teléfono, y alguien le llamará para ayudarle a completar el sondeo en su idioma por teléfono o para hacer una cita para llenar el sondeo en la Casa Alcaldía. Todas las respuestas serán completamente anónimas. ¡Queremos su opinión! Por favor devuelva el sondeo en el sobre pre-pagado. Gracias

VIETNAMESE

Thành phố Rockville hiện đang tạo cho quý vị một cơ hội quan trọng để nhờ đó quý vị có thể cho chúng tôi biết quý vị nghĩ như thế nào về vấn đề Thành phố cung cấp dịch vụ cho cư dân và quý vị đánh giá phẩm chất đời sống tại Thành phố Rockville này ra làm sao. Gia đình quý vị được chọn lựa tham gia cuộc thăm dò này một cách ngẫu nhiên. Nếu quý vị không thể trả lời những câu hỏi kèm theo đây bằng Anh ngữ, quý vị có thể gọi số điện thoại 240-314-8114 và để lại lời nhắn. Nếu quý vị để lại địa chỉ, một bản dịch của mẫu thăm dò sẽ được gửi đến quý vị bằng đường bưu điện. Nếu quý vị để lại tên và số điện thoại, sẽ có người kêu gọi để giúp quý vị (bằng ngôn ngữ của quý vị) thực hiện bản thăm dò trên điện thoại, hoặc để hẹn gặp quý vị tại tòa Thị Chính hầu hoàn tất bản thăm dò. Tất cả các câu trả lời đều hoàn toàn ẩn danh. Chúng tôi rất cần ý kiến của quý vị! Xin gửi trở lại bản thăm dò trong bì thư đã trả xong bưu phí. Xin cảm ơn quý vị.



City of Rockville
111 Maryland Avenue
Rockville, MD 20850-2364

**Citizen
Satisfaction
Survey
Enclosed**

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